



EXAMPLE – Quality Policy

22 August 2019

Trattoria PAROLA restaurants provide the following:

All day menu of healthy food prepared from fresh local produce with freshly baked quality breads and a choice of vegetarian, vegan, dairy free, gluten free and nut free dishes.

Trattoria PAROLA operates an Integrated Management System (IMS) that implements the following:

Quality Management;

Business Continuity Management.

Trattoria PAROLA will do the following:

Foster a ***no-blame culture***, to encourage staff to reveal and resolve issues that confront us;

Comply with all applicable legal, contractual and other requirements and obligations;

Continually improve the effectiveness of the IMS.

Our Quality Objectives are as follows:

- (1) At least 30% of Starters and Light Bites are Vegetarian;***
- (2) At least 20% of Main Courses are Vegetarian;***
- (3) At least 10% of Starters, Light Bites, Main Courses and Desserts are Vegan;***
- (4) At least 10% of Starters, Light Bites, Main Courses and Desserts are Dairy Free;***
- (5) At least 10% of Starters, Light Bites, Main Courses and Desserts are Gluten Free;***
- (6) At least 10% of Starters, Light Bites, Main Courses and Desserts are Nut Free;***
- (7) Less than 1% of Dishes are returned each month.***

The management will review the following, at least once each year:

The suitability of this policy;

The objectives of this policy;

Legal requirements and how we comply with them.