

In consideration of the growing market request and sectoral Community Regulations for consolidated quality standards, Management of CIPOLLA F.LLI, convinced of the internal improvements that can be achieved with the development of a quality related culture, has decided to implement a Quality Management System based on the essential elements of its mission in product safety, customer satisfaction, the quality of its services, constant improvement of the environment within the company in a motivating and constantly growing climate. CIPOLLA F.Lli provides its customers with a wide range of packaging solutions with a very high level of customisation of its coils: specifically, the company manufactures non-toxic and recyclable film.

Management is fully involved in:

- identifying the interested parties, understanding their requirements and expectations on the impact that they may have on organisational skills;
- keeping active the ethical-social principles expressed in the Code of Ethics, representing the vital values on which the Company bases its collaboration relations with all personnel and stakeholders;
- protecting the moral integrity of its employees, guaranteeing the right to working conditions that respect human dignity and guarantee an adequate wage according to their skills;
- non implementation of any form of discrimination based on ethnicity, social, cultural or national origins, religion or disabilities, gender, sexual preference, political beliefs or age;
- respecting the right of workers in their adhesion to trade unions, commitment to pacific meetings, including the decision of employees to abstain from these activities;
- satisfying of local and international laws on restrictions related to child labour and the protection of young workers;
- providing products and services that satisfy Customer requirements and respect current laws and regulations;
- representing an important reference in terms of credibility and reliability for its customers, final consumers, employees, collaborators and suppliers and, in general, all of the interested parties identified;
- gradually strengthening its level of competitiveness on the market;
- guaranteeing total respect with regards to safety at work, food safety related to packaging and the information provided by customers;
- asserting, improving and consolidating a close-knit and loyal relationship with customers, constantly measuring and analysing the feedback received from them;
- constant determination in research into and the elimination of non-compliances;
- guaranteeing individual responsibility on every level with regards to relative activities;
- guaranteeing the observance of Good Manufacturing Practices (GMP) in the various company processes ranging from the acceptance of raw materials to final despatch;
- guaranteeing implementation of the QMS on all levels of the Organisation as well as the requirements of the FSC chain of custody certificate;
- assessment of the risks and potential dangers and opportunities for improvement through careful analysis of risks

Management has undertaken the responsibility of guaranteeing that the Quality Policy and its relative objectives are defined, monitored and updated within the management system; they must also be compatible with the context of the organisation and with the strategic decisions, with the objective of constant improvement.

Therefore the objective of the Organisation is to face and solve problems related to the pursuance of this goal, adopting adequate operative means, creating an environment aimed at the correct execution of activities and, most importantly, making all employees responsible in a coordinated manner.

The company implements this Policy through:

- maintaining and strengthening in time the skills of all personnel;
- definition, by Management, of the objectives and of the indicators of the quality of the processes, within the field of re-examination of the Quality System;
- collection and elaboration of the data identified, with the objective of pursuing constant improvement;
- observance of the requirements based on the vital rights of FSC for all employees and third-party collaborators

The Quality System adopted forms a substantial part of execution of the final objective: providing its customers and end users with guarantees related to product safety.

This means that the company must :



- listen to the requirements of its customers and of the market;
- work towards eliminating or reducing, to acceptable levels, the risks that may affect safety of their products;
- constantly apply the procedures and working practices defined by the Quality System.

In a perspective aimed at the future, Management has defined the following points:

- constant commitment towards technological and process innovation;
- attention in the selection of raw materials, with a view to “food safety” and observance of the principles connected with the FSC chain-of-custody
- total respect related to legislative development and current norms, with regards to food packaging, laws related to safety at work and the environment
- the adoption of useful strategies for the reduction and prevention of every form of contamination or unjustified consumption of the resources used during work activities
- control of the raw materials purchase and of the relative suppliers.

Management will carry out a critical and objective examination of the adequacy and efficiency in time of the Quality Management System through direct tests and regular examinations. Furthermore, it also undertakes to carry out the development and maintenance of the Management System of the FSC Chain of Custody and to diffuse the principles expressed in this document and in the FSC Procedure – chain of custody, an integral part of the Management System, at each level within the Organisation and towards its customers/suppliers.

Management