



A. MERATI & C.
CARTIERA DI LAVENO SPA

Quality and Environment Policy

Rev. 02 - 08 Novembre 2021

A. MERATI & C. CARTIERA DI LAVENO S.P.A., thanks to advanced technological resources and constant progress in production know-how, is recognized in Europe as the leading brand in the sector. The consolidation and development of the competitive position achieved is the primary objective of Cartiera A. Merati, to be achieved through the continuous improvement of the quality, reliability and competitiveness of product.

Cartiera A. Merati offers its customers a high quality product, obtained thanks to the particular attention paid to the control of the production process at all stages, from the definition of the product requirements to the production phase, up to delivery.

Along with its commitment to the customer, Cartiera A. Merati focuses its efforts on making the production process less impacting on the environment, through the constant rationalization of natural and energy resources, with particular attention to:

- Responsible use of water resources;
- Rationalization of the use of energy resources, combining the use of traditional energy sources with the use of renewable ones;
- Control and reduction of emissions.

The objectives of Cartiera A. Merati, aimed at satisfying the Customer's requirements, in order to obtain full satisfaction, are the following:

- Continuous improvement of the quality and environmental management system;
- Supply of products fully compliant with the explicit and implicit requirements set by customers;
- Punctuality in the delivery of products, with methods consistent with the contractual commitments;
- Prompt response in dealing with and resolving any reports from customers;
- Awareness and training of all staff and suppliers / contractors, in order to promote and increase their awareness and competence over time;
- Efficiency of the organizational structure through the use of IT tools (specific software) and training of all functions;
- Creation and development of new and potential synergies between the various departments and management systems, to obtain real benefits and greater overall efficiency.

The objectives relating to the improvement of its environmental performances, aimed at the responsible and sustainable development of its activities are the following:

- ✓ Minimize its impact on the environment, implementing specific environmental protection actions towards the improvement of its environmental performance;
- ✓ Evaluate specific investments for the acquisition of increasingly effective and efficient technologies, focusing in particular on environmental safeguards.

To achieve the objectives, the management undertakes to:

- Ensure compliance with mandatory standards and voluntary standards, through an Integrated Management System (ISO 9001-14001) that allows for the implementation of the objectives and principles of this policy;
- Implement the process of measuring and evaluating one's performance through key indicators (KI);
- Investing strength and resources in the continuous training of personnel at all levels, in order to raise awareness of company objectives;
- Adopt applicable best practices and technologies;
- Carry out an analysis of the risks associated with carrying out the activity and promote activities aimed at the management and minimization of these risks;
- Provide human and instrumental resources necessary to achieve the objectives set and obtain the continuous improvement of its performance.

Laveno Mombello, 08 Novembre 2021

The direction
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