

# POLICY FOR THE COMPANY QUALITY AND FOR THE ENVIRONMENT

In order to pursue its policy for the quality and the environment, the Company CARLO RICCÒ & F.LLI SPA among its activities of "DEVELOPMENT, PRODUCTION AND TRADING OF UNSATURATED POLYESTER RESINS AND BY -PRODUCTS FOR ITS WORKING" is aiming to the following targets :

## GENERAL TARGETS

- To develop an Integrated Quality and Environmental System in compliance to the rules UNI EN ISO 9001:2000 and UNI EN ISO 14001:2004.
- To improve such a quality and environmental system through planning, execution and control activities.
- To concentrate the technical level and the quality standards of its services on meeting the needs and the requirements coming not only from Customers but also from the individuated and interested parts.
- To enhance the Company image on the market.
- To look for the continuous betterment of its performances also from the environmental point of view and to check this trend by the use of indicators.
- To guarantee the compliance to the running legal requirements especially as for as the environmental aspects connected to the specific performed activity is concerned.
- To prevent any pollution forms through a constant surveillance and measurements.
- To divulge the base principles of this Policy not only to the involved and individuated parts, in and outside of the organization, to customers, suppliers, visitors included but also to all other employees, letting it be available on request and allowing the access to its text by sticking it in the Company rooms.
- To define the targets and the goals the Company wants to reach in order to realize its Environmental Policy and to develop specially dedicated programmes for their achieving.

## SPECIFIC TARGETS

### Quality

- To aim to have a team of skilled and qualified collaborators.
- To register in a systematic way all the Customer claimings .
- To have the evidence of service erogations through the setting of tools aimed to the progressive elimination of not-conformities.
- To define targets in terms of efficacy and efficiency .
- To develop and to apply specific developing programmes in order to always more avoid damages or faults to the quality managing system.

### Environmental

- To optimize its inside waste managing both from the operative point of view and from the documental one;
- To control the atmospheric pollution related to the producing units not only to guarantee the emission within the indicated limits but also to respect to voluntary defined ones;
- To reduce the atmospheric pollution related to the warming system of the three producing reactors by choosing a different fuels;
- To prevent soil, underground and air pollution caused by potential emergency situations such as uncontrolled spillages of substances, problems from unusual reactions, fires, explosion into the atmosphere and contamination by wastes;
- To eliminate possible emergency situations related to the presence of gases noxious to the ozone which are present into the civil-used air conditioners or in the industrial ones by their progressive

- replacements;
- ❑ Progressive elimination of materials containing newly identified and not encapsuled asbestos;
- ❑ To keep under controll consuptions of the natural and energetic resources;

### HOW TO GET TO THE AIMED TARGETS

- Sensitization, forming and training of the staff to the quality and environment problems, to the new developments, to the environment protection practise.
- By developing and giving liability to the staff, to make it partecipating with SQA, especially those who affect the System itself, allowing them to suggest improving measures, directions and an active partecipation to the Company Policy.
- Constant updating of handbooks , managing and technical procedures in compliance with laws.
- Maintenance of a permanent structure ( Quality and Environment Management Service), responsible for the managing of the company quality and for the environmental problems, suitable to handle the Environmental Quality on behalf of the Direction by giving jobs, responsibilities and authorities which are indicated in the quality and environment handbook as well as in in the procedures.
- Diffusion of the quality and environment policy through exposure in the offices, courses, by publishing a quality and environment handbook and a procedure one to be given to the persons in charge.
- Development of an informatic system suitable to the registration of data about quality and environment.
- Continuous improvement of the present working proceedings in order to gather information and analysis able to settle the existing problems also in regard of environment protection.
- Maintenance of a system of internal checkings in order to controll if targets were reached and the Company is in compliance with laws and rules.

Representative of Direction for the Quality and the  
Environment

CEO

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Quality and Environment Management Responsible

Date JANUARY 2009

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