

# COMPANY QUALITY AND ENVIRONMENT POLICY

In order to pursue its policy about quality and environment, the Company CARLO RICCÒ & F.LLI SPA, among its activities of “DEVELOPMENT, PRODUCTION AND TRADING OF UNSATURATED POLYESTER RESINS AND BY-PRODUCTS FOR THEIR PROCESSING” is aiming at the following objectives:

## GENERAL OBJECTIVES

- 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 focus 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 other stakeholders.
- To enhance the Company image on the market.
- To look for the continuous improvement of its performances also from the environmental point of view and to check this progress by the use of indicators.
- To guarantee the compliance to the current legal or self-imposed requirements, especially those related to the environmental aspects connected to the specific activity performed.
- To prevent any form of pollution through constant tracking and to protect air, water and soil through the best available technology.
- To divulgate the key principles of this Policy not only to the internal people directly involved, within and outside 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 to everyone by sticking it in the Company shared spaces.
- To define the goals the Company wants to reach in order to implement its Environmental Policy and to develop specially dedicated initiatives for achieving them.

## SPECIFIC OBJECTIVES

### Quality

- To aim at having a team of skilled and qualified collaborators.
- To track in a systematic way all the Customer claims.
- To have the evidence of the providing of the service through the setting of tools aimed at the progressive elimination of non-conformities.
- To define targets in terms of efficacy and efficiency.
- To develop and to apply specific initiatives in order to increasingly avoid damages or faults within the quality management system.

### Environmental

- To optimize its internal waste management both from the operational point of view and from the documental one;
- To control the atmospheric pollution related to the producing units not only to guarantee that emissions fall under the legal limits but also that they respect the voluntarily defined ones;
- To prevent soil, underground and air pollution caused by potential emergency situations such as uncontrolled spillages of chemical products, problems from unusual reactions, fires, explosions in the atmosphere and contaminations by waste;
- To eliminate possible emergency situations due to the presence of ozone-depleting gases, which are present into the civil-use or industrial air conditioners, by their progressive replacement;
- To keep under control consumptions of natural and energetic resources considering also the use of renewable sources (for example photovoltaic panels);

- ❑ To develop a styrene-free resin for floor joints for commercial use (R&D).

### **HOW TO REACH THE OBJECTIVES**

- Sensitization, education and training of the staff about the quality and environmental problems, to the new developments and improvement techniques, to the environment protection practices.
- By developing and giving responsibility to the staff to inform them about the environmental quality standards, especially to people working on them directly, allowing them to suggest improvement measures, suggestions and an active participation to the Company Policy.
- Constant updating of handbook and 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 displaying it in the offices, by publishing and distributing via classes a quality and environment handbook and a procedure for the people in charge.
- Development of an information system suitable to the registration of data about quality and environment.
- Continuous improvement of the present working procedures in order to gather information and analysis able to settle the existing problems also with regard to environment protection.
- Maintenance of a system of internal checks in order to verify if targets were reached and whether the Company is compliant to laws and rules.

Correggio, 20 June 2019

Representative of the Executive Team  
for the Quality and the Environment

Board of directors

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Quality and Environment Management Responsible

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