

Company CIESSE PAPER Srl carrying out its activities, will always meet, besides the business aims, the needs of its customers and comply with applicable regulatory requirements and will improve its products from the point of view of food safety and environmental sustainability.

A way to fulfill this commitment is the application of a Quality Management System (QMS) complying with the requirements of ISO 9001:2015. Furthermore, CIESSE PAPER Srl has implemented integrative control measures of its System in order to achieve and maintain certifications in accordance with the following standards: IFS PACSECURE, FSC, BRC PACKAGING MATERIAL.

Top Management therefore ensures that:

- requirements demanded by customer are properly determined, understood and met together with other compulsory requirements applicable to the product / service offered (eg. laws and regulations in force for the safety of consumers / customers).
- its Quality Management System is continuously improved by:
 - a periodic analysis of any registered non-compliance and planning of corrective actions aimed at reducing them
 - a periodic re-evaluation of the risks and opportunities that may affect the conformity of products and services (and therefore the ability to increase customer satisfaction) and planning of mitigation and / or maximizing actions of the identified risks or opportunities
- a focus is kept on improving customer satisfaction

Top Management:

- assumes the responsibilities of the effectiveness of the QMS.
- guarantees that quality objectives for each business process relevant to this Policy and in accordance with the context and the company's strategic direction are defined and achieved. It also guarantees their periodic review (and possible updates) in order to improve customer satisfaction
- promotes the process approach and activity planning based on risk management (also through the implementation of a HACCP plan for the correct control of hygiene aspects).
- ensures the availability of adequate resources for the implementation of the QMS, including training and assistance to company staff, a suitable level of hygiene of the premises and systems, the implementation of cleaning programs and pest-control management.
- involves and directs corporate staff by providing the necessary support at all levels as that each person:
 - perceives the achievement of the final quality of the product / service offered to the customer as own goal and contributes, as far as it is concerned and within its competence, the effectiveness of the QMS
 - is aligned with the rules of the QMS (including hygiene and product safety management)
 - feels both responsible and properly fulfills the duties of the role it is entrusted
- establishes partnerships with suppliers and other parties to provide a better service.
- is committed to identifying and proposing products with an increasingly less harmful impact on the environment (eg compostable products).

This Policy, is available in two languages (Italian / English) on the company web site for all stakeholders, and will also be communicated to all employees and organizations working on behalf of **CIESSE PAPER Srl**. Employees and other organizations are required to cooperate and contribute to the realization of this policy, while ensuring that their work, to a reasonably possible extent, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by Top Management and will be modified if necessary. In case of change it will be republished / redistributed. Previous versions of this policy are on file.

11/01/2021

Date