

It is the intention of **INDUSTRIE CELTEX SPA** to pursue and maintain a Policy for Quality, the Environment and Product Safety appropriate to the aims and context of the organisation to:

- support its strategic orientations;
- provide a framework for setting quality and environmental objectives
- pursue the continuous improvement of the Quality Management System, of the Environmental Management System and of the HACCP System.

It pursues a serious commitment to ensure product safety and to support the company's image in national and international markets.

Building customer loyalty and always offering them the best in terms of innovation and quality: this is the mission of Industrie Celtex. A fundamental value that is also shared by the entire staff, who strive every day to guarantee the highest quality of products and the full safety of activities, whether under the Industrie Celtex brand or as private labels.

The **Group** Management therefore undertakes to:

- Periodically analyse changes in the internal and external context that affect the company's business and the risks associated with it, with particular reference to the markets to which sales are oriented;
- Carry out an analysis of national and international competition by performing an in-depth study of the type of products offered by its competitors in order to improve its strategy and assess the opportunity/need to take action to increase the company's competitiveness in the sector;
- Satisfy its customers in terms of the product, continuously improve the quality of its products and processes starting from the complaints registered by them and any proposals for improvement they may have made.
- Optimise the relationship with Suppliers by particularly promoting the growth of local producers. It proposes to do this in order to set up a supply system that ensures a reliable service over time, both in terms of the continuity of the characteristics required of supplies and of compliance with delivery times and methods, and more generally able of achieving the company's quality and development objectives.
- Actively involve staff in the implementation of the Quality and safety policy in an ethical manner, disseminate within the company the objectives of quality, safety of food contact materials, worker health and safety, and the programmes by which it intends to achieve these objectives.
Pursue the constant growth of staff's skills and the efficiency and effectiveness of its operations through the:
 - definition, knowledge and control of production processes;
 - planning and management of appropriate training and refresher courses;
 - introduction, where necessary, of appropriate new resources.
- Design and develop new products that meet customer requirements and maintain confirmed quality levels over time.
- Ensure, through an appropriate investment policy, the constant technological upgrade of plants, equipment and production facilities while respecting environmental sustainability criteria.
- Reduce complaints relating to product/service non-conformity by implementing continuous checks on products and internal operational processes and careful checking purchased products;

- The company's main commitment is the safety of products suitable for food and non-food contact, which is achieved through the production of safe products that comply with current regulations on hygiene and HACCP, following the technological and analytical evolution of the sector;
- Maintain constant contact with customers in order to take on board any new requirements and search for new potential customers in the Consumer and Professional markets;
- Ensure that customer requirements and the applicable mandatory requirements are identified, understood and met on a regular basis;
- Ensure that risks and opportunities that may affect product and service compliance and the ability to enhance customer satisfaction are addressed;
- Operate as flexibly as resources allow in order to meet customer requirements;
- Operate with production lines that offer the customer a higher production capacity and the possibility of specific machining with high quality and technical content;
- Continue to monitor customer satisfaction in order to more accurately detect the **GROUP's** strengths and weaknesses and consolidate and improve its position in the market;
- Provide staff with the necessary regular training to enable them to perform their work with awareness and motivation;
- Train staff on the behavioural norms and operating procedures adopted by the company regarding personal and product hygiene and safety;
- Constantly monitor the conformity of the Quality System to the reference standard UNI EN ISO 9001 and its effectiveness by verifying the achievement of the objectives defined for the continuous improvement of the whole System.
- Comply with all mandatory and voluntary environmental legislation applicable to the activities of the Group's companies;
- Comply with all national and EU legislation applicable to the Group's activities that produce/process food contact materials;
- Protect the environment, the occupational health and safety of workers, product safety and hygiene by constantly improving environmental performance and preventing possible sources of pollution;
- Monitor, assess and minimise the impact of processes and products, continuously improving their results;
- Regularly monitor existing facilities in order to reduce energy waste and implement innovative CO2 reduction systems;
- Maintain an annual schedule for the maintenance of systems, equipment and various instruments;
- Prevent and promptly manage any type of environmental incident by applying prevention and intervention procedures;
- Prevent any possible process anomalies through communication, training, awareness-raising and constant consultation of staff;
- Develop activities and investments aimed at ensuring, with a view to transparency and

credibility, process safety for a sustainable use of resources in order to achieve a progressive reduction of waste and emissions;

- Direct its choices towards available and economically compatible technologies to protect the environment and minimise undesirable impacts due to its activities by aiming at constant improvement of its performance and of its Environmental Management System.
- Conduct market analyses aimed at selecting products and materials used in the company's production processes (e.g. packaging materials) with a lower environmental impact;
- Establish communication and dialogue plans with customers, consumers, employees, with whom the company does business, as well as with the institutions and organisations committed to environmental protection, providing information on environmental achievements;
- Improve the work environment through the involvement and participation of all workers in the management of environmental issues, to promote a more attentive and aware mentality, even outside the workplace;
- Safeguard the safety of visitors within its areas by informing them of any risks present and equipping them, if necessary, with appropriate protective equipment;

The Management of **INDUSTRIE CELTEX SPA** also undertakes to:

- Keep the Policy for Quality, the Environment and product safety constantly updated;
- Disseminate the policy to all company staff and ensure it is used when setting environmental objectives and targets;
- Distribute the policy to those in contact with the **Group's** companies.
- Communicate any environmental requirements to be complied with to suppliers whose activities have a significant impact on the environment;
- Ensure that the policy is clearly perceived and that staff at all levels are aware of this commitment and are involved in the furtherance of the objectives.

**26/06/2023 - Chairman
Andrea Bernacchi**


