



The General Management of SCATOLIFICIO E.M.A.R. intends to achieve the following objectives through the implementation and continuous improvement of its integrated Management System for Quality, Environment and FSC®-Chain of Custody, compliant with the regulations

UNI EN ISO 9001:2015; UNI EN ISO 14001:2015 and FSC® standard.

- Find and **Satisfy the requests of customers and stakeholders**, the actual and future needs and expectations, through a continuous dialogue with them and the management of risks and opportunities of the reference context.
- **Produce** packaging boxes of **controlled quality**, customizable in shape and aesthetics according to the specific needs, in compliance with applicable national and international regulations, related also to the environment.
- Guarantee to customers the **continuous improvement of products and services** through the minimization of defects and non-conformities, the responsible and procedural execution of their tasks by the whole staff and the continuous control of the activities carried out.
- Pursue the growth and **sustainable development** of the company, **preventing environmental pollution** caused by waste, energy consumption and natural resources, through the reduction of the environmental impacts of its activities; the involvement of suppliers in respecting the environment throughout the **life cycle** of products and services; raising awareness among customers on the possible forms of reuse of products and correct disposal at the end of their life. Furthermore, to **reduce the impacts deriving from deforestation**, it is committed to using FSC® certified raw materials, paper and cardboard whenever possible, also checking the certification of the materials purchased and the related suppliers. To reduce emissions of pollutants and the consumption of fuels and energy, it is committed to using efficient and strictly controlled means of transport and machinery.
- **Suspend the application of FSC® trademark** if the product does not meet the requirements of the applicable standard.
- Ensure that **internal staff** has the necessary experience and skills to perform their tasks **excellently**, giving continuously priority to the aspects related to the quality of processes, health and safety in the workplace, the natural environment and respect for the chain of custody.
- Ensure the **right work ethic** and a **safe and controlled workplace** in compliance with current legislation, the fundamental FSC® labour requirements based on the principles of the fundamental ILO conventions, and what is planned in our **SA8000 Social Responsibility** system.
- Guarantee and make sure that **external organizations** that provide products and services are properly qualified, manage the processes in an environmentally friendly way and can cooperate in the mutual enhancement and **sharing of improvement objectives related to quality, ethic, FSC® and natural environment**.