



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 and natural resources consumptions, through the reduction of the environmental impacts of its activities and, where possible, of the entire **life cycle** of products and services. In addition, to **reduce the impacts resulting from deforestation**, it undertakes to use FSC certified paper, cardboard and adhesives whenever possible, also checking the certification of purchased materials and their suppliers. To reduce polluting emissions and fuel and energy consumption, it undertakes to use efficient and strictly controlled transports and machineries.
- **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 and what is planned in our **SA8000 Social Accountability** 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**.

THE GENERAL MANAGEMENT