



Cartiere di Trevi's  Quality and Environmental Management System is certified under the UNI EN ISO 9001/2000 and UNI EN ISO 14001/1996 standards. The Quality and Environmental Management Policy sets the following general objectives:

- the greatest possible customer satisfaction and continuous improvement of product quality in terms of continuity, reliability, safety and protection of the environment
- the analysis of environmental aspects and the minimization of the relative impacts, beginning from the scrupulous observance of current law
- adoption of an approach that uses processes that stimulate an orientation towards results and pursue effectiveness, efficiency and economy in the maintenance and improvement of product standards
- promotion of an aware, responsible and proactive attitude in personnel of at all levels, for the optimisation of company results and processes, the consolidation of the organizational structure and the professional and managerial development of our entire staff
- clear, understandable internal and external communication to improve relations with customers and other interested parties and to provide internal motivation regarding quality and the environmental issues
- constant and systematic comparisons with our leading competitors that will constitute a benchmark for measuring the level of quality the company has achieved
- the containment of consumption (water, natural gas, electricity)
- the elimination or reduction of any pollutants
- constant monitoring of water discharges
- adoption of containers and materials whose use presents lower potential risks for users and the environment, along with their correct storage
- monitoring the most important environmental indicators deriving from production with the consequent technological development through the optimisation of the environmental and energy aspects of the process
- monitoring the indicators the company has identified for the effectiveness of the processes under consideration
- promoting the involvement and participation of all personnel, with particular training for those involved in activities with an environmental impact
- raising the awareness of everyone (suppliers, customers, etc.) to the quality and environmental issues that revolve around the activities of Cartiere di Trevi. 

Cooperation among the company's various structures, as well as persons at all levels, involved in the implementation of the procedures adopted is an indispensable condition for achieving these general objectives and maintaining and continuously improving the quality of products and services.

All of the above is explained in more detail in a "Plan for Achieving the Objectives" that discusses each single objective, setting milestones connected to the technological and regulatory developments that present themselves and setting priorities for their achievement on an annual basis. The objective management plan will indicate their scope, responsibilities and realization times and will be reviewed and, if necessary, modified during the Management Review.

The Assistant Manager (AD) is responsible for the entire Quality and Environmental Management System and, in this specific, assignment, represents the company's management.

For organizational reasons, the organization and supervision of the system has been assigned to the Quality and Environmental System Manager (RES). RES has full authority to enforce the observance of System requirements and has recourse to AD for the resolution of any problems that can be handled through normal organizational structures. RES must also ensure that System documentation is coherent with, and does not contradict, regulations regarding workplace hygiene and safety. For this reasons, RES's activities must be integrated with those of the managers of each area referred to above so that the company speaks with one voice.

Management reviews this document every six months to gauge its effectiveness and revise it, if necessary.

Borgo Trevi, 1 August 2005

THE GENERAL MANAGER
Maurizio Graziosi