

Principles

The principles by which we operate on the market are stated in the "[Serioplast Group Manifesto](#)".

We consider the Quality, Hygiene and Safety of our packaging and resin products to be strategic factors, and as such they must be managed with the full involvement of all company staff and with an approach aimed at continuous improvement across operations. Serioplast's reputation and success is founded upon providing safe, high-quality products and services that comply with all applicable standards and regulations across the supply chain and meet customer expectations in all the markets we serve.

Stakeholders

We identify our stakeholders in our clients, in end consumers, in our suppliers, in the communities we enter in contact with and especially in our employees. Everybody across all levels of the organization plays a role, based on their skills and competences, in the output quality of our products and services and is engaged in a corporate culture where quality is the natural outcome of everything we do.

Commitment

Serioplast drives a strong Quality Culture inside the company through global vision and local agility, to ensure that our products are safe for consumers and workers and have a reduced impact on the environment. To such purpose we undertake to:

- Manufacture and deliver packaging products reaching the highest quality standards set by the market in question.
- Manufacture, handle and market the best post-consumer recycled HDPE resin for extrusion blow moulding applications.
- Promote product quality, safety, and sustainability across operations through the implementation, certification, and continuous improvement of effective quality management systems compliant with ISO 9001, UNI EN 15593 and BRCGS.
- Apply a risk assessment methodology, aligned with the context in which we operate, to facilitate our ability to achieve quality and safety targets set for our products, with a mindset oriented to continuous improvement and innovation.
- Build a quality mindset and culture through structured programmes that develop employees' capacity and technical skills, problem solving skills, creativity, awareness and risk management, and drive increasing levels of excellence across the organisation.
- Continually review quality policies, standards, and procedures to effectively manage product safety risks associated with changes in products, processes, and technologies.
- Set annual measurable quality and product safety targets at group level for all operations, to ensure continuous improvement of our processes and compliance with standards. All Serioplast operations are committed to continuous improvement, which is measured, evaluated, and validated for effectiveness through internal and external audits.
- Share product quality and safety aspects, strategies, performance, and best practices, that have an impact on Serioplast's quality management systems, with employees and main stakeholders.

Goal

We seek to do our best every day to reach 100% customer satisfaction with no compromise on the Quality of our products.

The present document is assessed on a yearly basis by the competent functions during the meeting for the review of the system.