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## **ANNEX C – ENVIRONMENTAL POLICY**

The primary objective of Pelletteria PAM srl, and a fundamental starting point from which Management identifies and defines all its strategies for company development, is to ensure that all work processes are developed with a continuous improvement approach aimed at maximizing customer satisfaction, thereby ensuring the maintenance of adequate quality standards in its operations.

Precisely based on this consideration, Pelletteria PAM implements this policy for the planning, design, management, and delivery of its services: to ensure that every element constituting its work processes contributes to making it increasingly competitive in the market and in line with customer expectations.

The company's primary goal is to continue to follow the evolution of the specific sector to improve its processes and services, understanding that customer satisfaction, viewed in all its multiple aspects, represents the key to business success.

Management believes that a company Management System, based on integrating Quality and Environmental aspects, can optimize business processes and services offered to customers.

Management therefore identifies the UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 Certifications not only as a goal to be achieved in terms of constant monitoring, review, and adaptation of company strategies, aimed at increasing the effectiveness, efficiency, and appreciation of activities provided, but also as a *modus operandi* that guides its actions, distinguishes it, and makes it recognizable by clients/users.

The prerequisites of this policy are the active involvement of all actors operating within the organization (suppliers, staff members, consultants, and users) and their sharing of the quality objectives that characterize its action.

The active involvement of Pelletteria PAM's resources in pursuing quality standards is indeed an essential element for successfully carrying out its activities since these represent the variable that directly influences how users/customers perceive the services offered. Pelletteria

The actions defined by management are aimed at achieving the following major objectives:

1. Ensure service compliance in relation to specific customer requirements and mandatory regulations;
2. Improve relationships with customers through timely interventions in the event of any complaints;
3. Improve the timeliness of interventions and guarantee punctual execution of interventions;
4. Strictly comply with all environmental laws and regulations;
5. Communicate the company's policy to all interested parties within the organization;
6. Ensure cooperation with public institutions;
7. Strive to reduce energy consumption, adopting necessary measures to reduce environmental impacts associated with normal and emergency situations;
8. Avoid any possible pollution by monitoring the impacts of its activities on soil, surface waters, and atmosphere;
9. Pursue continuous improvement of environmental performance, minimizing, where technically possible and economically sustainable, any negative impact on the environment from its activities;
10. Spread a culture oriented toward the protection and respect of quality, environment, and safety in work activities among personnel, collaborators, suppliers, customers, and all interested parties;
11. Continuously improve the effectiveness of the adopted system.

The Integrated Management System must absolutely be seen and experienced as a company asset and a dynamic guide for everyone, destined to be updated and improved according to results obtained and objectives to be achieved.

Management has given the Integrated System Manager all the necessary powers to ensure its development and application.

For the reasons stated above, Management intends to:

- Implement this policy at all levels of the organization;
- Apply the procedures of the Integrated Management System to ensure the management of business processes;
- Comply with legal requirements applicable to services and mandatory regulations;

- Promote the growth of all collaborators through professional updating and sharing of results;
- Lead the organization to achieve the set objectives;

The achievement of the above objectives constitutes an enrichment for one's professional growth and is related to the personal commitment that everyone in the company is called to give.

The company policy is disseminated internally and made available externally and is verified annually during the Management Review to assess its adequacy over time.

Montespertoli, 19.05.2025

 I/a Direzione 