



COMPREHENSIVE POLICY OF PAPELES EL CARMEN S.A.U.

The very best in quality and total customer satisfaction are the objectives established by the management of Papeles el Carmen, and we involve all the members of our organisation and make them participants in this process. We also include our suppliers and collaborators, to whom we also endeavour to transmit and share awareness of our philosophy and management system.

Our experience and professionalism based on years of activity in manufacturing and supplying bags and paper for the food industry, business and industry is a guarantee of our interest and commitment to improvement and innovation, which has led us to establish a comprehensive management policy based on the following key points:

- Prioritise a customer-focused approach that ensures quality, satisfaction and loyalty.
- Ensure legal compliance with all specifications in the areas of quality, the environment and prevention, and with all food safety and other requirements that the organisation subscribes to, thereby guaranteeing the safety of our products.
- Establish regular reviews and updates to ensure effective compliance with the system and promote continuous improvement to achieve the proposed aims and objectives.
- Encourage innovation and achievement of the internal and external aims and objectives set by the organisation for efficiency, competitiveness and to achieve the best possible business positioning.
- Ensure clear and accurate internal and external communication that promotes trust amongst our customers, collaborators and suppliers, as a driving force for continuous improvement within the management system.
- Ensure the reasonable use of resources, prevent and control environmental factors, encouraging participation and involvement in environmental responsibility of all the people that work in the organisation or on its behalf, to reduce negative impacts on the environment and the surroundings.
- **Guarantee appropriate working conditions by promoting health and safety at work as a value to be maintained and improved so as to prevent risks and damage to workers' health.**
- Provide continuous training of employees that not only ensures that they effectively carry out their duties, but that also provides the foundations for ongoing improvement of internal processes and promotes team work, motivation and awareness of all members of the organisation to promote their personal, occupational and social development.
- **Ensure commitment to complying with the values of the FSC, as defined in the Policy for the Association of Organisations with the FSC certification.**



- Ensure that there is no direct or indirect involvement in the following activities:
 - Illegal logging or trade in wood or forest products.
 - Violations of human or traditional rights in forestry operations.
 - Destruction of high values of conservation in forestry operations.
 - Significant conversion of forests into plantations or areas not for use as forests.
 - Introduction of genetically modified organisms into forestry operations.
 - Violation of any of the core conventions of the ILO, as defined in the Declaration of the Fundamental Principles and Rights at Work, 1998.

This policy defines our vision as an organisation, the commitment to our values and will to provide the resources and solutions needed for fulfilment in our constant search for business excellence.



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General Manager's signature: Pedro Rubio