



# versalis

**Direzione e Uffici Amministrativi**

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## Quality Policy

*Versalis, in accordance with the general objectives of increasing competitiveness and in line with Eni's strategies, believes that the Customer focus, the consolidation of the Culture of Quality and the continuous improvement of products and business processes constitute a strategic element to pursue success in the reference markets.*

*The evolution towards a circular economy model represents an opportunity for change that, by safeguarding natural capital, pursues sustainable development towards a low carbon economy, capable of adapting and responding adequately to a socio-economic-environmental context more and more complex.*

*Versalis periodically analyzes its context and determines the important factors to define its strategies, considering the satisfaction of all interested parties, internal and external, the fundamental requirement for improving and making its success lasting, by adopting a Quality Management System certified according to UNI EN ISO 9001:2015 standard.*

*In this context, the company is therefore committed to:*

- *disseminating the Culture of Quality as a way of being and operating, considering it a company management tool and an essential element for sustainable development;*
- *adopting all suitable solutions to guarantee the eco-sustainability of the business through the implementation of systems based on the Circular Economy, seen as the overcoming of the linear development model, based on the high intensity production and consumption of energy and natural resources, in which the products, at the end of their life cycle, become waste;*
- *encouraging the implementation of production processes based on Green Chemistry, creating new processes and products that, through the recycling of polymers, give value to waste plastic materials, transforming them into secondary raw materials and that, through feedstock diversification and eco-design, maximize the resource efficiency at all stages of the life cycle;*
- *keeping production assets in optimal conditions, while at the same time extending their useful life and guaranteeing business continuity, through the*

**Versalis SpA**

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Società soggetta all'attività di direzione  
e coordinamento di Eni S.p.A.  
Società con socio unico



*implementation of an Asset Integrity process in compliance with laws, regulations, internal rules, national and international standards;*

- *using Risk-Based Thinking as a strategic tool for awareness and control, aimed both at mitigating all corporate risks and at identifying and consolidating market opportunities and improvement of products and processes;*
- *increasing communication processes, at all internal levels, towards customers and suppliers and, in general, with all interested parties to identify and consolidate the opportunities offered by the market and to improve its own processes;*
- *continuously identifying, monitoring and reviewing company processes, improving their performance and increasing the added value for customers;*
- *systematically monitoring the degree of customer satisfaction, anticipating their needs;*
- *making the necessary resources available to achieve the objectives, in particular maintaining and developing knowledge and skills through continuous training;*
- *involving all personnel so that they contribute with their conscious and proactive work, their suggestions and their expertise, to the achievement of the objectives, making sure that everyone understands their importance and is committed to them.*

*The present policy will be periodically evaluated, and revised if necessary, to keep it adequate, considering changes in the internal and external context and any other possible corporate requirement.*

*The policy is communicated and sent to all personnel through the company's network system, posted on notice boards and to all interested parties through publication on the company website.*

*This policy applies to the activities of Versalis S.p.A. and its subsidiaries.*

*Chairman*

*Marco Petracchini*

*CEO*

*Adriano Alfani*