

106

**The satisfaction of  
our customers and the  
regulations that govern  
conformity of the company  
and of the products it  
creates.**

# laws

## and regulations

---

The conformity of our products and the satisfaction of those who use them are the result of scrupulous adherence to the laws and regulations that govern our sector. Indeed, we have always built our value by voluntarily adopting the best international regulatory standards for all of the significant aspects of our products and company processes.

### **Conformity of the products**

The characteristics of Mater-Bi enable us to obtain products that follow the criteria

of sustainability in every phase, from production to recycling. For example, packaging made of Mater-Bi respects the regulations on energy and organic recovery. Packaging for the food sector respects the Italian and European regulations for materials destined to come into contact with foods. Bags made of Mater-Bi conform to Italian law, insofar as they are biodegradable and compostable. Mater-Bi is not a dangerous material, in accordance with international regulations. By following the technical processing sheets prepared by our technical experts, Mater-Bi can be processed in complete safety.

✱ *See more at chapter D, Volume II*

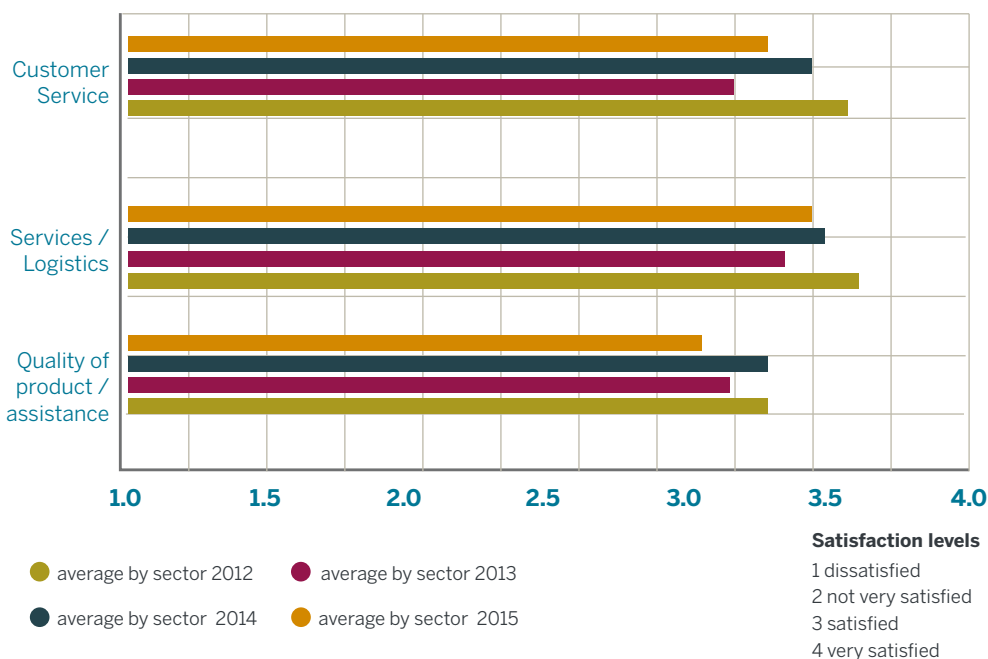
## Customer satisfaction

Satisfying the necessary regulations is only the first step; the journey is completed when our customers are also satisfied and protected. This is why we have created a survey system, which checks a variety of aspects:



As in previous years, in 2015 our customers were asked to fill in a questionnaire to check these aspects. The survey confirmed that there was general satisfaction; the weaknesses were analysed and corrected. The detailed analyses of the results of individual customers and of individual items relating to Customer Service, to Services and Logistics and Quality of the Product / Assistance, will be used to improve the quality level of our products and services.

### SATISFACTION AVERAGE, PER SECTOR



## Conformity of the company

Company processes are managed with great attention and responsibility. In confirmation of this, we adopt a number of voluntary schemes:

<p><b>SITE IN</b> <b>NOVARA</b></p> <p>Here, we apply an integrated quality, environment and safety management system. The site is certified for the standards ISO 14001 and OHSAS 18001. In 2016, we plan to obtain certification for the standard ISO 9001:2015 and move over to the new standard ISO 14001:2015.</p>	<p><b>SITE IN</b> <b>TERNI</b></p> <p>Here, we apply an integrated quality, environment and safety management system. The site is certified for all of the related standards: ISO 9001, ISO 14001 and OHSAS 18001. In 2016, we plan to move over to the new standards ISO 9001:2015 and ISO 14001:2015.</p>	<p><b>SITE IN</b> <b>PIANA DI MONTE VERNA</b></p> <p>Here, we apply an integrated quality, environment and safety management system. The site is certified for the standards ISO 14001 and OHSAS 18001. In 2016, we plan to obtain certification for the standard ISO 9001:2015 and move over to the new standard ISO 14001:2015.</p>
---	---	---

### CONFORMITY IN THE THREE SITES

	ISO 9001:2008	ISO 9001:2015	ISO 14001:2004	ISO 14001:2015	OHSAS 18001:2007
<b>NOVARA</b>		being prepared	✓	being prepared	✓
<b>TERNI</b>	✓	being prepared	✓	being prepared	✓
<b>PIANA DI MONTE VERNA</b>		being prepared	✓	being prepared	✓

Overall, the company's social responsibility is managed in a way that respects the guidelines this Sustainability Report refers to, and with the following actions:

- **Adherence to the international, Responsible Care programme**, which was created to promote sustainable development in the chemical industry, in accordance with values and behaviours geared towards safety, health and the environment
- **Adoption of an Organization, Management and Control Model (OMM)** on the basis of Decree No. 231 (Italian Legislative Decree 231/2001). The model was adopted voluntarily by Novamont in 2008, and is now in its fourth version, which was issued in 2014.
- **Issuing, in 2004, of a Code of Ethics**, which contains rules on behaviour to control relations between Novamont employees, the public administration and suppliers. The code of ethics, now in its fifth version, seeks, in particular, to spread a system of values and behaviour rules common to the company and its stakeholders, to encourage morally correct conduct.

# standard

This is the model, norm or set of guidelines that a product or activity conforms to, particularly with respect to the technical performance and quality aspects. For Novamont, a standard is a parameter that must evolve over time: the players in the sector must contribute to defining and constantly improving it.

## Definition of the standards

We believe that a company seeking to give strength to its international role must not only follow the rules carefully, but also contribute to their evolution. This is why Novamont makes an active contribution to defining the sector's regulatory framework: the company is an active member of **UNI** (the Italian National Standards Institute), of **UNIPLAST** (the Italian National Standards Institute for plastic materials) and of **UNICHIM** (the Association for Standardization in the Chemical Industry).

In 2015, these activities helped lead to the publication, by the technical committee "CEN TC 411 Bio-Based Products", of the following European standards:

- **EN 16785-1:2015 – Bio-based products. Bio-based content. Part 1: Determination of the bio-based content using radiocarbon analysis and elemental analysis.**  
The standard details a method for determining the bio-based content by radiocarbon analysis and elemental analysis of the product under study.
- **EN 16760:2015 – Bio-based products. Life Cycle Assessment.**  
This standard provides specific indications and necessary requirements when carrying out an LCA on products that come from renewable sources, based on the standards ISO 14040 and ISO 14044.

Novamont also takes part in two international roundtables on the bioeconomy:

- High Level Group on Key Enabling Technologies
- Bioeconomy Panel.

## Associations we are members of

It is essential for all players in the sector to work together to create a context in which the environmental value and social value are as important as the economic aspects. This is why we are members of Italian and international associations that, in different ways, are committed to this aim.

In 2015, we joined these associations:

### NATIONAL ASSOCIATIONS

**Acquisti & Sostenibilità**  
[www.acquistiesostenibilita.org](http://www.acquistiesostenibilita.org)

**Assobioplastiche**  
[www.assobioplastiche.org](http://www.assobioplastiche.org)

**Associazione Industriale Novara – AIN**  
[www.ain.novara.it](http://www.ain.novara.it)

**Cluster tecnologico nazionale della chimica verde – Spring**  
[www.clusterspring.it](http://www.clusterspring.it)

**Consorzio Italiano Compostatori – CIC**  
[www.compost.it](http://www.compost.it)

**CSR Manager Network**  
[www.csrmanagernetwork.it](http://www.csrmanagernetwork.it)

**Federchimica**  
[www.federchimica.it](http://www.federchimica.it)

**Fondazione Sodalitas**  
[www.sodalitas.it](http://www.sodalitas.it)

**Kyoto Club**  
[www.kyotoclub.org](http://www.kyotoclub.org)

**Polo di innovazione Umbro Materiali Speciali e micro-nano tecnologie – P.U.M.A.S.**  
[www.poloinnovazioneepumas.net](http://www.poloinnovazioneepumas.net)

### INTERNATIONAL ASSOCIATIONS

**Asociación Española de Plásticos Biodegradables Compostables -Asobiocom**  
[www.asobiocom.es](http://www.asobiocom.es)

**Bio-based and Biodegradable Industries Association – BBIA**  
<http://bbia.org.uk>

**Bio-Based Industries Public- Private Partnership**  
[www.bbi-europe.eu](http://www.bbi-europe.eu)

**Biodegradable Products Institute – BPI**  
<http://www.bpiworld.org>

**Club Bio-plastiques**  
[www.bioplastiques.org](http://www.bioplastiques.org)

**European Bioplastics**  
[www.european-bioplastics.org](http://www.european-bioplastics.org)

**EuropaBio**  
[www.europabio.org](http://www.europabio.org)

**European Renewable Resources and Materials Association – E.R.R.M.A**  
<http://www.errma.com>

**Plastics Europe**  
[www.plasticseurope.it](http://www.plasticseurope.it)