

QUALITY POLICY

Every action by everyone at **INTERNATIONAL PAPER MADRID MILL** is geared towards fulfilling the needs and expectations of our stakeholders in our **PRODUCTION OF 100% RECYCLED CARDBOARD PAPER** activity. To strengthen our commitment to Quality, the Organization has decided to implement a Quality Management System in accordance with **UNE-EN-ISO 9001: 2015**.

This implementation implies fulfilling applicable regulatory and legal requirements, as well as commitment to continual improvement.

More specifically, **INTERNATIONAL PAPER MADRID MILL's** Management Policy is defined by:

- Commitment to all stakeholders so that they will have the necessary solutions suited to their circumstances, sustaining this bond through time and fostering trust in the Quality and Excellence of our work.
- Efficient allocation of roles and responsibilities so that the concept of quality will be present at all levels of the organization and in all its activities.
- Raising awareness and motivating staff on the importance of implementing and developing a Management System, ensuring their training for the proper performance of their activities within the organization.
- Implementing and maintaining internal management and control measures to comply with requirements and continually improve the effectiveness of the Quality system, thus ensuring our stakeholders' satisfaction.
- Collaborating with our suppliers; we expect to get quality services and products that will be competitive and sustainable.
- Constant measuring and monitoring of any processes that may lead towards continually improving performance and guarantee quality and progress.
- Setting goals and objectives that focus on the premises of this policy in order to achieve better quality as perceived by our customers.
- Commitment to complying with applicable legislation on food safety.

Taking into consideration these guidelines, the Management reiterate their firm commitment to working together towards achieving these goals, so that this policy is understood, implemented and kept up to date at all levels of the organization. Furthermore, it is available to all stakeholders.



STEVEN P BRAUN

Madrid Mill Manager

Date: January 21, 2019