Maroil s.r.l. identifies customer satisfaction and the optimization of environmental performance as the primary objectives of its organization, through which it aims to achieve constant growth, ensuring adequate levels of profitability and financial stability, and strengthening its market presence while simultaneously reducing the environmental impact of its activities and products.

Achieving these objectives involves the implementation of an integrated management system, compliant with UNI EN ISO 9001 and UNI EN ISO 14001, as a tool to confirm its commitment to both the customer and the environment, fully integrated within the company's activities.

To achieve these objectives, MAROIL intends to:

- ensure, through its internal organization and constant monitoring activities, compliance with regulatory obligations;
- offer high-quality, reliable products and services with high technological content and low environmental impact;
- make communication with customers and interested parties as direct and smooth as possible, in order to create a relationship of mutual collaboration and trust, including with regard to environmental information;
- make its brand strong and immediately recognizable through the definition of clear and unambiguous commercial and marketing policies, and through the selection, training, and support of its agents;
- constantly monitor the market in order to identify new opportunities and respond quickly and effectively to customer requests;
- create stable, collaborative relationships with its suppliers, based on mutual trust and reliability;
- foster the creation of a healthy, open, collaborative, rewarding, and safe internal environment for operators, where they can express their passion for their work;
- constantly monitor and improve its processes and their performance from both an organizational-managerial and an environmental perspective;
- plan investments that are functional to each of the points identified above and that allow for improvements in work quality, operator safety, the quality of service provided to the customer, and the environmental performance of the organization and its products;
- invest in ideas and technologies for innovation to guarantee superior value to the customer and reduce the environmental impact of the company and its products;
- prevent negative environmental impacts and mitigate them should adverse events occur.

In order to materialize the elements identified above, the Management, through the implementation of the integrated quality-environment management system:

- recognizes and embraces the need to analyze the target market, new opportunities, and the entire internal and external perimeter that defines the context in which the company operates, with particular attention to stakeholders relevant to the company's activities and to any risks and opportunities that may arise;
- promotes environmental commitment on par with all other managerial and organizational needs, and commits to planning environmental objectives and verifying their implementation and achievement;
- commits the entire organization to safeguarding and protecting the environment, managing and modifying its processes where necessary in order to reduce all forms of environmental impact

(waste production, atmospheric emissions, water management), optimizing the use of energy resources, and moving toward alternative, low-environmental-impact energy sources;

- measures its environmental performance indicators, seeking to implement actions aimed at improvement;
- fosters awareness of the importance of every individual collaborating with MAROIL s.r.l. in achieving the customer satisfaction objective and environmental objectives within their respective roles, and promotes their full professional development through information, education, training, and awareness activities;
- seeks open dialogue with interested parties in order to convey the environmental impacts of its activities and its environmental principles, taking into consideration the requests of citizens, social and trade union organizations, and public authorities;
- promotes and guarantees compliance with applicable mandatory requirements, as a tool to promote human quality of life and to safeguard and improve environmental conditions;
- strives for the evolution and continuous improvement of the corporate IMS (Integrated Management System);
- makes the policy available to customers and stakeholders and promotes its understanding.

La DIREZIONE



Altopascio, October 22, 2026