

QUALITY POLICY

ETIPACK has been a market leader since 1978 in the production of labelling and packaging equipment, thermal printers and impact printing units.

With its contribution of ideas, human and technological resources, it is in continuous contact with the market in order to develop and propose targeted solutions for the multiple requirements of its customers.

Etipack is recognised as a technological leader thanks to the technology, product reliability and image of quality and efficiency it has built up over the years.

It is a member of UCIMA and the QUALITY CONSORTIUM (ASSOLOMBARDA) which, on a non-profit basis, support small and medium-sized companies in activities relating to Technological Development, Quality, the Environment and Safety.

As of 27 June 2019, our company has become part of a large German Group headed by the Possehl Foundation, which owns 100% of Possehl Corporate.

Possehl (3.7 billion annual turnover) is organised into 9 divisions with more than 200 companies.

Now that Etipack is part of a large group, the focus on quality (which has always been there) can only grow.

In 2020, a rebranding (or, more precisely, a brand restyling) was carried out, which led, through work involving a large group of people (Management, Marketing and Communication, department managers and an external communication company), to an adjustment of the company's Mission and Vision and the consequent drafting of a **Strategic Business Plan** that will guide us over the next 4-5 years:

- **Missione:**

- Etipack spa's mission is to design and build reliable, technologically advanced and customised solutions to meet customers' needs. Transparency, ethics and attention to people allow us to create lasting relationships

- **Vision:**

- Etipack's vision is to build value-for-money solutions that make our technology accessible to many

Founding values: innovation, ethics in relations with internal/external operators, transparency in activities and behaviour, pride in fulfilling commitments, responsibility in 'walking side by side' with customers to achieve their goals together, employee training

- **What values are based on:**

- innovation
- is based on the ability to interpret market requirements and translate them into products that meet the specific needs of users
- handling specific requests that require the technological/applicative expression of company knowledge to the point of creating 'tailor-made' solutions involving research & development activities

ETIPACK S.P.A.
via Aquileia 55/61, 20092 Cinisello Balsamo (MI) ITALIA
tel: +39 02 660621 - fax: +39 02 6174919

P.IVA IT00812350965 C.F. 05998380157
REA MI 1057298 Cap. soc. 309.600,00 €

FILIALE
via Primo Maggio 8, 26029 Soncino (CR) ITALIA
Tel: +39 0374 85136 - Fax: +39 0374 85444

etimail@etipack.it
etipack.it



- Ethics
 - code of conduct from the Possehl Foundation was approved, which defines the relationships and behaviour that each member of the organisation must respect.
Acting ethically is based on the acceptance of the need for market players to obtain the best results from their business activities
- Trasparency
 - Indicate in written form the behaviour that will be assumed towards internal/external operators respecting the rules indicated by quality and legal regulations. Always inform about one's position within the company contexts (internal/external) and dialogue to obtain the mutually beneficial solution
- Pride
 - commitments defined with internal/external operators will always be fulfilled. If there are specific reasons that change the context, our behaviour will be to negotiate in respect of the defined commitment by bringing the reasons transparently to the negotiation. Fundamental will always be the respect of the counterpart's need and this will satisfy the value of pride.
- Responsibility
 - is a value closely connected with pride and transparency. Responsibly we move within the frameworks created with internal/external players to satisfy all parties in the negotiation
- Training
 - The basis for the future of our company is the growth of our employees and the growth in quality and satisfaction in our customer relations. We operate by providing training courses for the growth of young employees and for the growth of the competence of employees who have been with the company for a long time. The objective of achieving this value is the continuous improvement of the products and the attainment of the goals set with the customers guaranteeing their satisfaction

• Objectives

- Strategic
 - The Quality System of Etipack Spa must consider the achievement of objectives through the numerical and qualitative definition of the same
 - The objectives of the processes must be oriented towards risk management by indicating possible solutions in terms of cost/time
 - A profound connection is established with external market players (agents, distributors, manufacturers) with whom ongoing training, sharing of customer satisfaction-oriented goals and measurement of these goals can take place
 - Etipack Spa conveys a high level of responsibility that leads to manage every part of the negotiation with product users so that they can get the best results from their investment
 - we guarantee services for the development of the relationship with users and the satisfaction of their needs

ETIPACK S.P.A.
via Aquileia 55/61, 20092 Cinisello Balsamo (MI) ITALIA
tel: +39 02 660621 - fax: +39 02 6174919

P.IVA IT00812350965 C.F. 05998380157
REA MI 1057298 Cap. soc. 309.600,00 €

FILIALE
via Primo Maggio 8, 26029 Soncino (CR) ITALIA
Tel: +39 0374 85136 - Fax: +39 0374 85444

etimail@etipack.it
etipack.it



- we wish to be a party to requests always oriented towards their solution considering the economic aspect of the business as a consequence of virtuous and positive behaviour
 - we are committed to generating behaviours that deepen customer needs/requirements and develop high value-added solutions for the customer
 - we work towards the creation of cross-departmental working groups that act to achieve the company's objectives through awareness of the needs of the company and specific departments by sharing the company's founding values
 - we have the objective of continuously reporting on the situation of projects and processes in the company to ensure compliance/verification with the Quality System
 - the Executive Board acts responsibly towards current corporate objectives and the satisfaction of shareholders' needs in terms of prestige, recognition, visibility, quality of the company's behaviour on the market and towards trade associations and government control bodies
-
- operational
 - definition of operational objectives with monthly measurement of these within the Quality System
 - implementation of a management control system on the operational/economic/quality life of the company with monthly verification
 - creation of a fortnightly/nominal working model of commitment and verification of payments to suppliers
 - management of receipts from customers through weekly targets to ensure the cash flow necessary to meet economic commitments to internal customers/suppliers
 - weekly management of revenues to generate cash flows that meet the company's primary needs in terms of verification budgets and cash flow (W.I.P.)
 - monthly verification of the estimated/actual costs of the orders in order to make corrections to ensure the economic return in relation to the prices proposed to customers and the planned costs
 - verification of customer satisfaction in order to raise the quality level of products/services on the basis of responses/proposals

ETIPACK S.P.A.
via Aquileia 55/61, 20092 Cinisello Balsamo (MI) ITALIA
tel: +39 02 660621 - fax: +39 02 6174919

P.IVA IT00812350965 C.F. 05998380157
REA MI 1057298 Cap. soc. 309.600,00 €

FILIALE
via Primo Maggio 8, 26029 Soncino(CR) ITALIA
Tel: +39 0374 85136 - Fax: +39 0374 85444

etimail@etipack.it
etipack.it



Short-term goal of the Executive Board in the Quality Policy of Etipack Spa

The short-term objectives in Etipack's Quality Policy can be summarised as follows:

- **Cyber security:** the replacement of the previous antivirus with a software, chosen by the Possehl Group, capable of increasing the level of cyber security by detecting and blocking any internal or external intrusions was initiated.
- **Training:** In 2023, both security and PID group-wide refresher courses on compliance, corporate sustainability and leadership will be held.
- **Planning:** tools will be evaluated in order to automate the production planning process, which is extremely complex as our product mix features customised and special solutions alongside standard machines. The objective of this activity is to improve customer satisfaction with greater adherence to delivery times.
- **Sales Confirmations:** When approving confirmations, the presence of 'non-stock' machines will be checked:
 - o forms containing technical data filled in by the Area Manager
 - o annexes (limited to those strictly necessary),
 - o the (non-budget) offer made according to the customer's needs, if the above-mentioned documents are missing.

All this should lead to a smoother progress of confirmations.

- **Strategic Business Plan:** compliance with the strategic plan (including profit targets and activities to achieve them) implemented at the end of last year will be reviewed quarterly
- **Innovation and technological growth** of the products will be continuous and constantly monitored; it will be between 1.5% and 2.5% R&D on revenues

The Quality Policy was checked, shared and approved by the Etipack management.

Chief Executive Officer

Marco PARRETTI

ETIPACK S.P.A.
via Aquileia 55/61, 20092 Cinisello Balsamo (MI) ITALIA
tel: +39 02 660621 - fax: +39 02 6174919

P.IVA IT00812350965 C.F. 05998380157
REA MI 1057298 Cap. soc. 309.600,00 €

FILIALE
via Primo Maggio 8, 26029 Soncino(CR) ITALIA
Tel: +39 0374 85136 - Fax: +39 0374 85444

etimail@etipack.it
etipack.it

