

QUALITY POLICY

Company Profile, Mission, Vision, Values and Objectives of Etipack S.p.A.

1. Company Profile

ETIPACK has been present on the market since 1978 and is a leading company in the production of labeling and packaging systems, thermal printers, and impact printing units.

Thanks to its ability to innovate, technical expertise, and qualified human resources, the company maintains continuous dialogue with the market to develop solutions tailored to customer needs, both standard and customized. Etipack's technological leadership is recognized for product reliability, solution quality, and the image of efficiency built over time.

The company is a member of **UCIMA** and the **Assolombarda Quality Consortium**, non-profit organizations that support SMEs in areas such as innovation, quality, environment, and safety.

Since June 27, 2019, Etipack has been part of the German **Possehl Group**, wholly owned by the Possehl Foundation.

The group consists of over 200 companies organized into 10 divisions.

Joining Possehl has further strengthened the focus on quality and sustainable development, elements already deeply rooted in the company culture.

2. Mission and Vision

Mission

We design and manufacture industrial systems for labeling and product feeding that ensure reliability, stability, and operational continuity in identification and handling processes, creating long-lasting industrial partnerships with automatic line manufacturers and structured manufacturing companies operating in demanding production environments.

Vision

To make our technology accessible to an increasing number of customers through solutions characterized by a high quality-price ratio.

3. Core Values

The values guiding Etipack are:

- **Innovation**
- **Ethics**
- **Transparency**
- **Pride**
- **Responsibility**
- **Training**
- **Sustainability and Compliance**

4. Foundations of Corporate Values

4.1 Innovation

Innovation is based on:

- The ability to interpret market needs and translate them into products that meet specific user requirements

- Managing customized requests requiring advanced technical expertise, up to tailor-made solutions through R&D
- Leveraging Artificial Intelligence to simplify and optimize activities and business processes

4.2 Ethics

Etipack has adopted the **Possehl Foundation Code of Conduct**, which defines behaviors and relationships within the organization and with stakeholders.

Ethical action is based on the awareness that every market player must achieve the best possible result while respecting rules and professional relationships.

4.3 Transparency

Transparency consists of:

- Defining behaviors toward internal and external stakeholders in written form, in compliance with quality standards and laws
- Clearly communicating positions in different business contexts, promoting dialogue to find mutually beneficial solutions
- Ensuring a safe and compliant environment through whistleblowing regulations, offering an anonymous reporting channel via the **WhistleFox** portal

4.4 Pride

Pride derives from the ability to:

- Fulfill commitments to customers, suppliers, and internal stakeholders
- Negotiate transparently in case of changing conditions, keeping counterpart needs as a primary reference
- Recognize the value of one's work and achievements

4.5 Responsibility

Closely linked to pride and transparency.

Acting responsibly means managing relationships—both internal and external—with awareness, ensuring commitments respect all involved parties.

4.6 Training

Company growth depends on people's growth.

Etipack promotes:

- Training courses for young employees
- Continuous updates for experienced staff
- Programs aimed at improving product quality, customer relationships, and achievement of business goals

4.7 Sustainability and Compliance

Sustainability is an integral part of company management.

Etipack commits to:

- Reducing waste and environmental impact
- Ensuring workers' rights and safety
- Operating ethically and responsibly

The company annually evaluates its sustainability performance through the EcoVadis platform. In preparation for the sustainability report required by the Possehl Group, Etipack and other PID companies are consolidating data collection via the Osapiens portal.

5. Company Objectives

5.1 Strategic Objectives

Etipack defines its strategic objectives using numerical and qualitative criteria, considering risk management and cost/time solutions.

The company commits to:

- Structured collaboration with agents, distributors, and manufacturers
- Maintaining a high level of responsibility in commercial relationships
- Providing services that strengthen customer relationships
- Analyzing and interpreting customer needs to develop high value-added solutions
- Creating cross-functional teams to share company values and achieve objectives
- Producing periodic reports on projects and processes
- Ensuring shareholder expectations in terms of reputation, visibility, and behavior

5.2 Operational Objectives

Operational objectives include:

- Monthly definition and measurement of goals within the Quality System
- Implementation of management control systems with monthly monitoring
- Biweekly monitoring of supplier commitments and payments
- Weekly cash flow management through structured collections
- Weekly revenue monitoring
- Monthly verification of order costs/revenues with corrective actions
- Structured collaboration with suppliers
- Customer satisfaction monitoring
- Creation of an Innovation Team focused on AI applications
- Quarterly meeting between employees and the CEO

Short-Term Objectives of General Management

- Cyber Security

Replacement of the previous antivirus system with a new Possehl-selected solution to improve cybersecurity and prevent intrusions.

Registration completed for the NIS 2 Directive portal to enhance European cybersecurity compliance.

- Training

Continuation of safety training and PID group courses in compliance, sustainability, leadership, and cybersecurity (2025–2026)

- Production Planning

Introduction of tools linked to the new ERP system to automate production planning and improve delivery punctuality and customer satisfaction.

- Strategic Business Plan

Quarterly monitoring of the company's strategic plan.

- Innovation and Technological Development

- Continuous product innovation
- Development of a new labeling machine in collaboration with PID–Possehl group companies, expected launch by the end of 2026
- Innovation Team focused on digitalizing manual activities

- ERP System Change

The new ERP system started on April 1, 2026, requiring significant effort from IT and other departments.

- Climate Change

The company acknowledges climate risks and is committed to mitigation and adaptation strategies, integrating sustainability into business processes.

This Quality Policy has been reviewed, shared, and approved by the Management of Etipack S.p.A.

Chief Executive Officer
Marco Parretti