

Quality Policy

1. Introduction and Context

ILPRA is a long-established company operating in the packaging sector since 1955. From its foundation to its listing on the Italian Stock Exchange in 2019, the Group has achieved significant milestones in terms of economic growth, organizational development, and international expansion. Today, ILPRA operates globally with over 21,000 machines installed worldwide, 9 strategic branches located on different continents, and a widespread sales network. This international presence enables the company to remain consistently close to its customers, offering direct support, personalized consultancy, and fast, efficient assistance in every market.

Management defines this Quality Policy as a fundamental element of the company's strategic direction, considering:

- the **internal and external context** in which the organization operates;
- the **needs and expectations of relevant interested parties** (customers, employees, suppliers, regulatory bodies, shareholders);
- the **high regulatory, technological, and safety requirements** inherent to the sectors served.

2. Strategic Orientation

The Quality Policy of ILPRA S.p.A. is consistent with the company's strategic guidelines and supports:

- continuous technological innovation;
- the reliability and safety of the proposed solutions;
- sustainable growth and the strengthening of ILPRA's reputation in the global market.

3. Management Commitments

3.1 Customer Satisfaction

ILPRA S.p.A. Management is committed to:

- fully understanding and meeting customers' explicit and implicit requirements;
- providing products and services that are compliant with agreed specifications, reliable, and safe;
- continuously enhancing customer satisfaction through structured management of feedback, complaints, and after-sales support.

3.2 Compliance with Requirements

Management is committed to:

- complying with all applicable requirements, including:
- customer contractual requirements;
- mandatory and regulatory requirements (particularly those applicable to the food, pharmaceutical, and medical sectors);
- internal organizational requirements;
- maintaining a Quality Management System compliant with UNI EN ISO 9001:2015.

3.3 Process Approach and Risk Management

Management undertakes to:

- apply a process-based approach focused on effectiveness and efficiency;
- identify and manage risks and opportunities to prevent nonconformities and improve performance;
- ensure quality throughout the entire product lifecycle, from design to technical assistance.

3.4 Continuous Improvement

Management is committed to:

- continually improving the effectiveness of the Quality Management System;
- promoting a corporate culture focused on quality, prevention, and improvement;
- using performance indicators, data analysis, and reviews to support strategic decision-making.

4. Quality Objectives

This Quality Policy provides the framework for defining Quality Objectives, which shall be:

- consistent with corporate strategy;
- measurable and monitorable;
- established for functions and processes;
- periodically reviewed by Management.

5. Resources, Competence, and Awareness

ILPRA S.p.A. is committed to:

- providing adequate resources for the functioning and improvement of the Quality Management System;
- developing and maintaining staff competence through training, updating, and involvement;
- promoting awareness of every employee's role in achieving corporate objectives and ensuring product quality.

6. Communication and Dissemination

The Quality Policy:

- is communicated, understood, and applied at all organizational levels;
- is made available to relevant interested parties;
- is maintained as documented information.

7. Review and Update

Management of ILPRA S.p.A. periodically reviews the Quality Policy to ensure:

- its ongoing suitability and adequacy;
- alignment with the context, strategy, and corporate objectives;
- compliance with regulatory and system requirements.

Mortara, 12 February 2026