

GROUP QUALITY POLICY

The Fedrigoni Self-Adhesive Group (FSA) has chosen to obtain certification to ISO 9001:2015 as it believes that it is a strategic factor of competitiveness and qualification in the market as well as evidence of the efforts made in pursuing the continuous satisfaction of all stakeholders.

Quality is understood by the FSA Group as a corporate value in which everyone is reflected, while the tools provided by the management system are intended as a support to improve its work and pursue customer satisfaction.

In order for the quality management system (QMS) to bring maximum added value to processes, it must ensure the continuous improvement of methodologies and technologies, the revaluation of human resources, the acquisition of the most appropriate technical knowledge, the accurate management of information on the results achieved.

The reference points of the QMS are the documented information relating to the processes and their planning and control, as a management tool for each group activity. This Group Quality Policy has three main objectives:

- 1) always maintaining a high level of satisfaction of stakeholders: in particular of its Customers and Partners,
- 2) facilitate the process of participation and sharing between its people, in particular employees and collaborators;
- 3) carry out any evaluation on the basis of objective evidence and ensure the commitment to comply with any pertinent rules and regulations.

In summary, the founding values of the Group Policy are:

- dedication to the Customer and interested parties,
- professional excellence,
- the reliability of the products and services offered,
- transparency,
- correctness,
- innovation.

The aforementioned guidelines, indicated and kept up to date through this document, translate into precise commitments by the Top Management, which establish the following:

- the continuous development of new products, while ensuring that a high level of reliability is achieved and maintained;
- thanks to the stability achieved over the years, the products and services offered by the Group have reached high quality levels with full customer satisfaction; we must ensure that these high quality standards are maintained;
- it is necessary to show availability, competently manage customer requests and use all the necessary tools to expand the number of those who rely on the FSA Group for the solution of their needs;

- the Management has direct responsibility for the Quality Management System, undertakes to periodically set concrete and measurable objectives, to make available all the resources (human, technical and financial) necessary for the pursuit of the aforementioned objectives and to verify the achievement of the same;
- it is ensured that the processes in place address the needs and expectations of the Customer. These processes are clear and the customer's degree of satisfaction with the products / services provided is verifiable;
- constant control over the quality of the products marketed, in advance and subsequently, is ensured through verification actions.
- the Management undertakes to ensure that the directives outlined here are disseminated and assimilated by all the staff operating at different levels using all the internal communication tools activated.

The Quality Management System of the Group Companies is based on a risk-based thinking approach that allows the Organization to determine the factors that could generate deviations of the processes with respect to the ISO 9001: 2015 standard and to implement preventive controls to minimize negative effects and make the most of the opportunities offered by the market by anticipating trends.

The Top Management is committed to ensuring that this Policy is understood, shared, implemented and implemented by all its employees and collaborators and at the same time undertakes to share it with all stakeholders.

The Management operates based on common intentions and objectives, committing itself to creating the conditions for employees to be put in the best conditions to achieve the objectives set by the Quality Management System. All this makes it possible to align strategies, processes and resources to achieve the objectives set by the Group.

This document has been made known to all levels of the Organization through training meetings and posting inside the premises; and published on the website in order to ensure its dissemination throughout the employees, collaborators and all third parties interested in various ways in the activities and services offered.

Caponago

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