

**Objectives:** ILPEA Group aims for customer satisfaction, continuous cost competitiveness, and generating profits that enable sustainable growth while ensuring an acceptable return for shareholders.

## Quality



- Partner with customers for continuous improvement
- Ensure product quality and zero defects
- Deliver Just-in-Time
- Innovate and develop competitive solutions
- Continuously improve company processes
- Grow and motivate resources for efficiency and competitiveness
- Apply internal customer approach effectively
- Support and cooperate with suppliers
- Maintain ISO 9001:2015 and IATF 16949:2016 compliant management system
- Standardize systems across all Group sites
- Verify compliance with customer requirements and laws
- Assess and mitigate process risks to prevent non-conformities
- Focus on customer satisfaction
- Apply Good Manufacturing Practices (GMP) where required
- Promote "Quality Culture":
  - Communicate compliance with QMS requirements
  - Engage staff in continuous improvement
  - Support process owners' technical leadership
  - Systematically monitor and verify QMS results

## Occupational Health & Safety



- Foster a culture of prevention & safety
- Conduct risk assessments & mitigate hazards
- Optimize machinery, equipment & plants
- Manage chemical & hazardous substances safely
- Ensure fire protection & emergency preparedness
- Promote ergonomics & workplace safety
- Review accidents & incidents for improvement
- Manage security personnel effectively
- Enforce alcohol & drug prohibition
- Oversee contractors' safety
- Train personnel & raise awareness
- Drive continuous improvement
- Perform targeted compliance inspections

## Environment



### Energy

- Minimize energy consumption & emissions
- Reuse dissipated energy for production or heating
- Increase renewable energy use

### GHG & Climate Change

- Monitor Scope 1, 2, 3 emissions
- Reduce carbon footprint via processes, sourcing, logistics
- Prefer low-impact & sustainable materials

### Circular Economy

- Promote recycling, reuse, and sustainability of products, raw materials, and packaging
- Recover industrial waste over disposal

### Water Management

- Preserve water resources, especially in water-stressed areas
- Promote water efficiency through internal water reuse and process optimization

### Pollution Prevention

- Use best available technologies to prevent air, water & soil pollution

### Biodiversity

- Monitor sites near protected areas and mitigate potential environmental impacts
- Ensure sustainable sourcing to prevent deforestation and biodiversity loss

### Animal welfare

- Apply responsible practices & comply with international standards, where applicable

### Rights to Land, Forests & Water / Forced Evictions

- Respect community rights and access to land, water, forests
- No involvement in land grabbing or illegal deforestation