Group
policy

QUALITY

Calceranica a Lago, June 16th, 2026 - *First issue 15/04/2023*

After many years of operation in the packaging industry, Coster's name has become synonymous with Quality, distinguishing our products, processes, assets and way of doing things. As a result, Coster's products and service offerings are founded on the following concepts: specialization and vertical integration of our production model, automation, business excellence, high level Quality Management System, intercompany integration, top working environment standards and diversification. Therefore, Coster Group strongly believes that Quality is one of its distinctive and competitive value making the company a worldwide recognized leader in our business sectors and partner of choice of our Customers. Quality of products and services is the result of effective processes managed and handled by motivated people, in a business environment led by clear and challenging objectives, individually felt as their own by each of our workers, employees and managers.

Our ambition is to maintain and consolidate our leadership position, continuously striving to guarantee consistent industrial excellence and high quality standards in all the facilities where we operate. We aim to fully achieve the clients' quality requirements, implementing robust and integrated quality management systems and always securing customers' and end-users' safety.

We are strongly determined to pursue the primary objectives of financial independence, product and process innovation, international footprint, technical and industrial excellence, sustainability and Corporate Social Responsibility, people recognizing, while leveraging on our values of Operational Excellence, Collaboration, Respect, Ownership and Consistency, and achieving the Sustainable Development Goals 8 "Decent work and economic growth", 9 "Industry innovation and infrastructure", 12 "Responsible consumption and production".

In this regard, this policy lays the ground, interconnects and guides the implementation of the following master documents, certifications, commitments and partnerships in place at Coster, which turn our Quality approach into reality:

- Group Business Plan and Group Sustainability Roadmap.
- Group annual reports: analysis of the context-factors-risks-opportunities, quality report, sustainability report.
- ISO 9001, ISO 22715 and 22716, Halal certifications, ISCC+ wherever applicable.

The Group Direction supports the Quality management in compliance with the international standards in place and pursues the following objectives and ambitions:

- Monitoring and continuously improving customer satisfaction through the optimization of our processes, productivity technologies and product quality ensuring we meet all statutory, regulatory and mutually agreed customer requirements.
- Adopting the Stakeholders engagement and the Risk Based Thinking approach in all areas of our work activity, in order to identify the risks and opportunities related to the context where Coster operates, addressing the proper and effective strategies and actions to minimize the risk, prevent issues and to maximize the opportunities of improvements.
- Continuously improving the Coster operational performance, ensuring success and profitable growth through:
  - Communicating and checking of the proper understanding of the responsibilities within the entire organization.
  - Systematic analysis of the occurred anomalies to identify the necessary corrective and improvement actions.
  - Periodic assessments of the analysis results of the needs and expectations of the interested parties, by engaging the stakeholders and establishing with them an open dialogue for a clear and comprehensive communication.
  - Employees awareness by means of continuous training to develop the required competencies and the active participation in the maintenance and improvement of the Management System.
- Extending ISO 9001, 22715-22716, ISCC+ certifications depending on local impacts and requirements.
- Maintaining Group multisite certification, when applicable.
- Designing and purchasing of products, equipment, systems and services aimed at improving the product quality.
- Ensuring that suppliers and contractors embrace the same quality commitments and monitor the materials and services they supply through audits and incoming goods inspections.

The Group Direction assigns the human, instrumental and economic resources necessary to maintain an effective management system and integrate it according to the established objectives and regularly reviews this Policy, promotes its diffusion inside and outside the organization, takes the responsibility for its actuation and assumes responsibility for the effectiveness of the Management System.

President & CEO
Bernard MSELLATI