

CORPORATE POLICY

For the past 50 years, Giflor Srl's ambition has been to create innovative designer packaging solutions through the production of plastic closures.

Every day, through sustainability, innovation and passion, we strive to increase the standard of our production and the creativity of our designs, combining Italian know-how and research culture, respecting all people and the environment.

Thanks to an innovative, passionate and corporate sustainability-oriented team, we create durable and ingenious closure solutions, constantly expanding our line of products in order to provide both Italy and the world with a flexible, disruptive and pioneering offer.

The key principles of our Corporate Policy are the following:

VALUES

- We believe in the local community and people, in authenticity and cultural heritage of Italian entrepreneurship.
- Thanks to our partners on the field, we intend to be a creation center for the whole supply chain, from suppliers to agents and distributors, from the brand to the final consumer.
- We develop in all business units a method that aims at the complete customer satisfaction, and that takes into consideration more than the expected product requirements.
- Our strengths consist of the distinctive Giflor style, a first-class customer agreement, a prompt market response, the attention to raw materials and eco-responsible products, the care for our human capital.
- We guarantee the respect of the applicable law for all Giflor activities through official sources and qualified partner that ensure a continuous regulatory update.
- We promote a strong ethic for quality and product safety, a high quality service, workplace safety.
- We continuously inform and motivate our employees on the general context in which Giflor operates.

PEOPLE

- We transmit the principles stated in our Code of Conduct and encourage a sense of responsibility towards all behaviors and business practices.
- We foster a corporate culture based on diversity and inclusion, and we reject any form of discrimination and exploitation.
- We value the expertise and skills of our colleagues, and we encourage their personal and professional growth.
- We invest in education and technical training to improve the team's knowledge.
- We aim at the development, through specific actions, of both employees' technical expertise and the growth of a corporate culture based on quality and safety for the final consumer.

QUALITY SYSTEM

- We manage all activities and processes with a risk and opportunity assessment approach in order to optimize both the efficiency and the effectiveness of the processes.

GIFLOR S.r.l.

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- We guarantee the respect of all applicable compliance obligations according to the current national legislation or to the European regulation, as well as, whenever possible, the legislation in force in all target markets.
- Thanks to high standards of personal and environmental hygiene, we ensure that all productive processes match the GMP practices (Good Manufacturing Practices).
- We guarantee the safety of our products for the final consumer by submitting them to certified laboratories for regular analytical testing with the latest technologies.
- We aim at benefitting from the past experience and at improving the corporate processes following "Lean" production methods.
- We regularly control the effect of the markers developed and shared to activate timely improvement measures.

SUPPLY CHAIN

- The selection of our suppliers is based on objective parameters, such as: good or service quality and price, after-sale support, responsiveness and efficiency.
- Everyone that cooperates with us shall respect and follow our Code of Conduct.
- We follow a specific procurement process, ensuring the timely identification of suppliers and the traceability of the channels, in order to guarantee quality and legality of purchased goods and services.

ECO-RESPONSIBILITY

- We acknowledge our commitment to the environment, and we carry it out through: the development of new products using eco-design, the search for new sustainable materials, the reduction of the environmental impact during each step of our production, including logistics.
- We manage and dispose of scraps, waste and any kind of rubbish as required by the current applicable legislation.

SERVICE

- We continuously improve our commercial structure to effectively manage the existing market shares, and to enable an effective acquisition of new markets, both in Italy and abroad.
- We assure a professional, proactive and competent customer service to follow the clients since the very beginning, from the order confirmation to the after-sale service.
- We boost both internal and external participation by developing communication and marketing strategies that convey the company objectives and values in a coherent and cohesive manner.

We believe that only with the commitment of the whole team, on all levels, will we be able to achieve all the premises listed in this document.

Grumolo delle Abbadesse, February 13th 2023

Nadia Capovilla
Chairman of the Board of Directors

