

# Quality, Environmental, and Product Safety Policy

## 1. Quality, Environmental, and Product Safety policy

Our measures for the further development of the system are based on the following principles:

- Quality Policy of the company is the production of a quality product and service, which meets or exceeds customer requirements of our cosmetic, dental and pharmaceutical partners while complying with GMP for pharmaceutical packaging.
- We want to satisfy our customers with good products and by complying with customer requirements and all relevant legal obligations.
- Neopac produces Polyethylene and Polyfoil tubes mainly for the pharmaceutical, dental care, cosmetic and food industries with raw materials being in line with all relevant requirements for the individual industries:
- EU "Framework" Regulation (EC) No. 1935/2004, (EC) No. 2023/, (EU) No. 10/ 12011 and US FDA 21 CFR, and with Paragraph 11 of Directive 94/62/EC.

for inks and varnishes: SR 817.023.21, EuPIA Guidelines and Nestlé Guidance,

for adhesives (if available): FDA 21 CFR S175.105,

for pharmaceutical products additionally: Ph. Eur. 3.1.3 and/or USP class VI/ USP661.1

- The customer determines what quality means. We want to create trust and be a reliable partner through regular fulfilment of customer requirements and a high degree of flexibility.
- Adequate operation in accordance with the expectations of interested parties is the focus of our daily activities. Manufacture and sale products which application are proper from safety and environmental aspect, Quality is reliable.
- We advise our customers and ensure that their needs are optimally meet by clearly identifying and defining the requirements. Customer requirements are all needs, both the defined (technical characteristics, designs, reliability, deadline) and the specified (aesthetics, manners, etc.) to be met on behalf of our customers.
- We avoid and reduce environmental impacts such as resource consumption, emissions and waste from all our business activities.
- In product development, we always consider a sustainable design with the best possible protection for the contents. We optimize processes and use environmentally friendly technologies wherever technically possible and economically viable.
- Quality assurance is the responsibility of all employees. Quality thinking and environmental awareness are promoted through training and further education and regular internal training. All managers set an example in this regard.
- We create an environment that promotes teamwork, creativity and innovation.
- With a systematic procurement of operating resources and maintenance (service and repair), we ensure that the company has suitable equipment at its disposal. All processes recorded on the order documents must be approved, i.e. they have been checked and approved.
- The selection of suitable supplier products, the careful selection, inclusion in our quality and environmental policy and the promotion of the introduction of the environmental standards of the respective suppliers are intended to ensure optimum procurement of raw materials (quality, costs, quantity, time). Try for long term, mutually prosperous relationship with our suppliers to reach Quality targets, and increase Customer satisfaction.
- All detected faults are systematically analyzed, and corrected by corrective measures or avoided by suitable measures in future production.

Depending on the problem, various instruments (e.g. working groups) are available to solve the problem. The responsible line managers are in charge of implementing and monitoring corrective measures.

- We publish all the information necessary to understand our environmental performance.
- Assume an obligation to fulfil the relevant environmental laws, and other undertaken requirements.
- Give high attention to the proper handling of waste arose during work.

We expect all employees to be aware of the objectives in terms of quality, the environment and product safety and to contribute to their own achievement through their own work

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