

IPI S.r.l. has been providing solutions for the aseptic packaging of liquid foodstuffs into multi-layered packages for more than 20 years. IPI designs, develops and sells machines, aseptic packaging lines and aseptic packaging material and also supplies the installation planning and the technical assistance.

IPI headquarters are located in Perugia, where the Research & Development activity, management of both packaging and secondary machinery, commercial activity, customer service, machinery projects and technical assistance take place. In our plant in Pierantonio (Umbertide, near Perugia), take place and are carried out the activities related to the design, the production and supply of the packaging material.

IPI also has various local offices that can carry out commercial activities, customer service and technical assistance.

The strength of IPI's philosophy has always been to act not only as a supplier, though a strategic one, but as a very careful and reliable partner, able to assist its customers in all the steps, taking care and looking after all the aspects that help to achieve success, aware of the fact that the customer's success is the base of our own success.

Moreover, IPI is also aware that in order to make a lasting success, it must be able to satisfy the needs and expectations, in the present and in the future, of all the parties involved (stakeholders), internal or external, among which are:

- customers,
- final consumers (customers of our customers)
- suppliers and partners
- Staff
- property and general manager
- community and civil society
- State
- environment

therefore it tries to understand the needs of all parties in order to arrive to a mutual understanding and reciprocal satisfaction, increasing this way its life expectancy

According to these principles, the "Quality Policy" in IPI is to make all its staff understands quality as an ethical issue, because it believes that the quality of the product is a direct consequence of the way we think and we operate throughout the organization. This vision changes day after day in a spreading process and sharing of ideas and expectations, and involvement of the entire organization in the following aspects, which are an integral part of its own strategies:

- Customer satisfaction and attention also to the perception of the expected quality in all its aspects;
- Satisfaction of “internal customers”, that is the Human Resources, creating an intention unit in the organisation by supporting the setting up of a favourable atmosphere in order to involve all the staff by helping them to reach fixed aims;
- Reduction of costs related to Non Quality;
- The continuous improvement must be a fixed aim in the organisation at all levels;
- Gather, evaluate and deal with the necessary information for an efficient management of the processes in the company;
- Identify the strategic suppliers by creating a synergic operating manner of mutual benefit.

The people in charge in all levels are committed to expand knowledge and to control systematically the operative activities, so that all the staff may operate according to the established procedures, with appropriate methods and tools, in order to pursue the continuous quality improvement in the development of its activities within the frame of the company’s policy and instructions.

The Quality Management System according to regulation UNI EN ISO 9001: 2008 is implemented as a strategic choice focused to enhance and make reliable the management of the company’s processes in view of satisfying all the parties involved. The quality system adopted lays down the tasks, responsibilities and interfaces every business function directly involved to achieve and maintain the quality level by respecting the aims fixed.

A certain quality level can be achieved only by the commitment of each function that contributes to the definition and creation of the product. Therefore, the General Manager confirms that every department is responsible of the quality of its activities, for achieving the aims set by the company and of the results obtained.

Faced by these assumptions, the Company undertakes to:

- Define clear and measurable aims at the beginning of each year;
- Verify periodically the adequacy of its own policy towards identified aims;
- strive constantly towards the satisfaction of all its customers, both internal and external, support it and to make it grow from the viewpoint of a continuous improvement;
- provide the structure and resources to support the aims;

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- verify the results achieved and promote improvement actions;
- respect regulations related to security and health of the staff;
- use (where requested and possible) wood by-products from FSC and/or PEFC certified suppliers;
- respect the mandatory regulations;
- comply with the values of FSC as defined in the “Policy for the Association of Organization with FSC” (FSC-POL-01-004, initially approved in July 2009 and available on www.fsc.org)
- not to stop workers from freely associating, choosing their own representatives and having a collective bargaining with the employer;
- not to use forced labour;
- not to use workers that are beneath the compulsory schooling age;
- not to deny equal opportunities and treatment to workers;
- Involve all the staff, through an appropriate communication and training system, encouraging any initiative aimed at the improvement of quality;
- Enhance the heritage of human resources by favouring the improvement processes which arise from formation and training;
- Share and communicate at all levels inside the company its policy and philosophy;
- Maintain a constant attention of the processes and their interactions;

The person in charge of the Quality System has the responsibility to ensure that the Quality Management System is applied and maintained active in accordance to the reference regulations, and in so doing, refers directly to the General Manager about the trend of the Quality Management System, to consent its efficient re-examination and guide it towards its improvement.