Product Safety and Quality Policy

Content

1 Preamble

SIG is a leading provider of sustainable, innovative, and versatile packaging solutions. We work in partnership with our customers and further stakeholders (e.g. suppliers) to deliver food and beverages to consumers across the world in a safe, sustainable and affordable way.

Our unique technology and outstanding innovation capacity enable us to provide our customers with a complete range of packaging solutions, flexible filling machines and solutions for operating smarter factories, all to address the ever-changing needs of consumers.

The SIG Product Safety and Quality Policy has been developed to outline our commitments, goals and approach to our holistic quality understanding. It is an important foundation for our sustainability approach.

2 Scope

The principles and commitments outlined in this Policy apply to SIG Group AG and its subsidiaries.

3 Core Principles

This policy: addresses how we ensure the safety and quality of our products; details our approach with respect to the liability for our products; and covers our approach to enhancing the positive impact of our solutions regarding Health and Nutrition.

We strive to provide leading system quality in the packaging industry as we:

- **Ensure** that only tested and specification-compliant packaging solutions, SIG filling line equipment (filling machines and applicators) and opening solutions for beverages and food are delivered to our customers;
- **Implement** safety and quality upfront in the design phase of our packaging solutions and SIG filling line equipment (filling machines and applicators) for beverages and food;
- **Ensure** organisation-wide compliance with and adherence to (all applicable) product safety standards and laws;
- **Respond** efficiently and effectively to any customer requests, complaints, and challenges; and
- **Work** in partnership with our stakeholders in order to provide safe, sustainable and affordable food products to consumers around the world.

4 Topics: Product Safety and Quality

4.1   Product Safety and Quality

4.1.1   Relevance

As a leading provider of sustainable, innovative, and versatile packaging solutions and filling machines, our customers and consumers expect and rely on us to ensure the safety and quality of their packed goods. The safety and quality of our solutions are therefore fundamental to our license to operate.

4.1.2 Overarching Commitment

We are committed to the highest product safety and quality standards. That means no impact may emanate from our solutions that could compromise human health, change the condition of the food products or affect its organoleptic properties (e.g. taste, smell).

It is our ambition to constantly improve ourselves in the development of our solutions, so that we exceed the expectations of our customers, ensuring they always deliver food and beverages to consumers across the world in a safe, sustainable and affordable way – now and in the future. Our commitment has enabled SIG to develop a strong brand image and association for a high-quality and safe product. This commitment to product safety and quality has not only given SIG a loyal customer base, but it has also established trust with our shareholders as unknown risks are avoided through the quality control and safety of our products.

4.1.3 Targets

SIG's targets for Product Safety and Quality are:

- Maintain current certification to ISO 9001:2015 at all production plants (including all aseptic carton plants).[1]
- Maintain top level GFSI[2]-recognized certification at all packaging production plants.[3]

4.1.4 Implementation Approach

We ensure the highest product safety and quality for our customers and consumers by operating integrated and systematic product safety and quality management which helps us identify, mitigate and eradicate potential and actual risks throughout the value chain.

At all our production plants and research and development centres in our aseptic carton business and for some bag-in-box and spouted pouch production plants, we maintain quality management systems according to the international ISO 9001 standard in place or implement them as soon as reasonably possible. Our production plants are furthermore certified according to top level GFSI recognised standards and regularly audited to retain their certification. We regularly train our people to implement, maintain and further develop these systems and reinforce a culture of product safety and quality through regular communication, KPI measurement, and audits. For effective risk assessment and management, we apply leading recognized methods such as HACCP (hazard analysis and critical control points) and the use of risk analysis tools, e.g. FMEA (Failure Mode & Effects Analysis) or simplified risk analysis.

As part of our commitment to product safety and against food fraud in the value chain, we extend quality requirements to suppliers of the materials that go into our packaging and machines and we monitor their compliance through our supplier audit and supplier evaluation process. We also emphasise quality by design, working with customers to make sure product safety and quality are maintained when our packs are assembled and filled in their factories.

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[1] Target amended following integration of our newly acquired, bag-in-box, and spouted pouch businesses.

[2] Global Food Safety Initiative (GFSI)-recognized certifications include the Brand Reputation Compliance Global Standards (BRCGS) packaging standard, Safe Quality Food (SQF), Food Safety System Certification (FSSC 22000), and International Featured Standard (IFS).

[3] Target expanded to include other GFSI-recognized standards (not just BRCGS), following integration of our newly acquired bag-in-box, spouted pouch, and chilled carton businesses.

4.2 Product Liability

4.2.1 Relevance

SIG is subject to a variety of national and international regulations and laws. We also hold ourselves accountable to fulfil our own product safety and quality standards that are even stricter than many legal requirements. Despite our best prevention efforts, we need to have defined liability processes in place that enable us to mitigate or remediate negative impacts on customers and consumers in case of insufficient quality.

4.2.2 Overarching Commitment

We strive to prevent any hazard to the health of consumers. Should we detect any such risk we act immediately to mitigate it. We also commit to working together with our customers and other relevant stakeholders to meet their expectations to the highest degree, especially if complaints should arise.

4.2.3 Implementation Approach

Our Integrated Complaint and Claim Management process (ICCM) provides clear guidance on how customer complaints are managed. It furthermore ensures that the management, including the CEO, is informed about the current status regarding, amongst others, customer complaints, critical incidents and internal quality complaints, should they arise. The Critical Incident Handling Process describes the standardised way how potentially major incidents – in terms of damage and hazard to customers, third parties or SIG – are managed within SIG. In this regard, we also have an established process in place, if a product recall or withdrawal is required.

SIG has a system and associated processes established to ensure backwards traceability from our final products (package material and closures), through logistics and manufacturing up to our raw materials used. The traceability system and processes are subject to a recurring validation through customers, third parties, and internal audits.

We validate the effectiveness of our Product Safety and Quality Management System on a regular basis, e.g. our product withdrawal procedure at least annually. The findings are then integrated in our product safety update training. Furthermore, we continuously track new legal developments to ensure we stay in full compliance with relevant food safety legislation and meet our client expectations to the highest degree.

4.3 Health and Nutrition

4.3.1 Relevance

Our packaging solution and SIG filling line equipment (filling machines, applicators) play an important role in the sustainable development agenda, as they enable our customers to deliver nutrition around the world in a safe, sustainable, healthy and affordable way. Aseptic processing helps to retain more colour, flavour and nutrients in food products than other sterilisation techniques. Our aseptic carton packs store high-quality food for long periods of time without the need for refrigeration or preservatives. It is furthermore the most cost-effective packaging solution, especially for milk. Thus, our packaging solutions contribute to both: consumer needs in developing countries as well as healthy living trends in developed countries. In a highly competitive market, this brand association creates additional differentiation potential.

4.3.2 Overarching Commitment

We partner with our customers and further stakeholders (e.g. suppliers) to bring food products to consumers around the world in a safe, sustainable and affordable way. That is our purpose and it underpins our net positive ambition: to create a food supply system that will nourish a growing global population while putting more into society and the environment than it takes out.

4.3.3 Target

SIG's target in the area of nutrition is:

- Increase the total volume of nutritious[4] food and beverage products brought to consumers in SIG packs by 50% by 2030 (from 2020).

4.3.4 Implementation Approach

We continuously work on developing the most sustainable packaging systems that can provide safe and affordable nutrition in countries around the world, including those with a risk of food or water scarcity as well as limited refrigeration possibilities.

To do so, we take a holistic view across the entire lifecycle of our products including the specific circumstances of consumers in different regions of the world. With this in mind, we drive progress through product innovation and work directly together with our customers in our tech centres in Europe and Asia to develop new, more nutritious recipes for their products.

5 Changes to this Policy

The Product Safety and Quality Policy will be regularly reviewed by the respective policy owner. Any changes or updates will be communicated. This policy was last updated on July 23, 2024.

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[4] Different types of product are categorised according to their nutritional profile based on the independent Health Star Rating system.