

# Integrated Management System Policy JAKALA Group

## History

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## JAKALA Codification

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## Approval

Approved by	Date
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## SUMMARY

Foreword.....	3
Global & Strategic .....	3
People .....	3
Planet .....	3
Partner & solutions .....	3
Purpose .....	4
Scope of application .....	4
Regulatory and ethical references.....	5
Strategic areas .....	6
The goals .....	8
Review .....	12
Communication and dissemination .....	13
Annex .....	14

## FOREWORD

This "**Jakala Group Integrated Management System Policy**" (hereinafter "**Integrated Policy**") represents the formal commitment of **JAKALA S.p.A. S.B.** (hereinafter the "**Parent Company**") and the Subsidiaries, (jointly "**JAKALA Group**" or "**JAKALA**") in building, maintaining and improving a responsible management model, capable of generating economic, social and environmental value in coherence with its purpose "**TOGETHER TO GET THERE**" and with a long-term vision oriented towards sustainability, inclusiveness and innovation.

Through this Policy, the JAKALA Group affirms its responsibility to promote behaviors and practices aimed at continuous improvement of its performance, in all relevant areas: quality of services offered, environmental protection, occupational health and safety, promotion of sound and transparent business ethics, respect for human rights, gender equity, inclusiveness and responsible management of data and artificial intelligence.

These areas find full correspondence in the **material themes** identified by the Group, which represent the strategic levers through which JAKALA builds sustainable value and consistently meets the expectations of its stakeholders. The priorities are organised according to the four dimensions:

### Global & Strategic

- **Cybersecurity and Data Protection**, to ensure security, reliability and compliance in information management, consistent with the commitment to responsible use of technology and AI.
- **Management involvement in ESG performance**, supporting integrated, sustainability-aware governance.
- **Credibility and authority of the JAKALA brand**, reinforced by transparency, consistency between values and actions, and a reputation built on concrete results and social responsibility.

### People

- **Talent attractiveness and turnover management**, promoting inclusive and motivating work environments.
- **Continuous training and professional growth**, to enhance people's skills and ensure increasingly high quality in the services offered.
- **Supporting gender equality and combating discrimination**, consistent with the commitment to equity, human rights and inclusion in all forms.

### Planet

- **Energy efficiency**, as a lever for sustainable innovation and environmental responsibility.
- **Reduction of CO<sub>2</sub> emissions**, with concrete actions to contribute to global climate goals.
- **Sustainable waste management**, in accordance with the principles of circularity, waste reduction and territorial protection.

### Partner & solutions

- **Innovation and technological development**, to generate solutions with high added value, combining digitalisation, ethics and sustainability.
- **Digital sustainability**, integrating responsibility, security and inclusiveness in the adoption of emerging technologies.
- **Protection and enhancement of intellectual property**, recognising knowledge, creativity and originality as central elements for the Group's competitiveness and growth.

## PURPOSE

The aim of this Integrated Policy is to provide a shared and structured strategic orientation, which is able to:

- guide the organization in achieving its sustainability and performance objectives;
- strengthen the governance and control of ethical, environmental, health and safety risks, as well as those related to corruption;
- promote an organizational culture marked by responsibility, innovation and continuous improvement;
- foster transparent, solid and collaborative relations with all stakeholders.

To implement these commitments, the Parent Company has adopted an **Integrated Management System** that identifies and harmonizes the key elements of the various management systems in a synergic manner, with the aim of maximizing the effectiveness and efficiency of processes, activities and resources. The priority aim of this Policy is to promote widespread awareness, in-depth knowledge and foster a concrete and consistent application of the essential elements of the Integrated Management System, contributing to the development of an organizational culture oriented towards continuous improvement, responsibility and sustainability.

The Integrated Policy is a strategic and value-based reference that formalizes the JAKALA Group's commitment to all its stakeholders, translating the guiding principles that inspire its vision into tangible actions. It consolidates the alignment between economic, social and environmental objectives, providing a common basis for building transparent, responsible and value-generating relationships.

This document therefore defines the approach with which the JAKALA Group manages its activities, in full compliance with current legislation and in accordance with voluntary international standards to which it has adhered.

## SCOPE OF APPLICATION

The Integrated Policy applies to all companies of the JAKALA Group, both in Italy and abroad, and constitutes a value and operational reference for the entire organization.

The companies of the Group formalize their adherence through the approval of this Integrated Policy by the vision of the document by the highest Administrative Body at the local level, committing to respect and promote the values and objectives contained in the document.

Every person in the Group is called upon to share this commitment, recognizing the Integrated Policy as an integral part of the organizational culture and accepting its contents through appropriate internal communication and awareness initiatives.

The same principles are also extended, where applicable, to suppliers, partners and third parties operating on behalf of the Parent Company, through specific contractual clauses and qualification, selection and monitoring processes, with a view to coherence and responsibility along the entire value chain.

While recognizing that not all Group companies have a Management System certified by a third party body, the Integrated Policy is assumed by all of them as a common reference framework,

inspiring behaviors, processes and decisions consistent with the principles expressed herein. For more details on the certified Group companies, please refer to the Annex.

## **REGULATORY AND ETHICAL REFERENCES**

- UNI EN ISO 9001:2015 – Quality Management Systems
- UNI EN ISO 14001:2015 - Environmental Management Systems
- UNI ISO 45001:2018 – Occupational Health and Safety Management Systems
- UNI EN ISO 37001:2016 – Management System for the Prevention of Corruption
- UNI PdR 125:2022 - Gender Equality
- UNI ISO 30415:2021 – Diversity and inclusion
- UNI ISO 14064-1:2019 – Greenhouse gases – Part 1
- SA8000: 2014 - Social Accountability Management System Standard
- ISO/IEC 42001:2023 -Management Systems for Artificial Intelligence
- ISO/IEC 27701:2015 - Privacy Information Management System
- UNI EN ISO 26000:2020 – Guide to Social Accountability
- Group Code of Ethics
- Supplier Code of Ehtics
- Policy Whistleblowing
- Anticorruption Policy
- Safeguarding and Protection of Human Rights Policy
- Policy for the Protection of Minors
- Indoor Air Quality Policy
- Protection and Management Intellectual Property Rights Policy
- Antislavery Policy
- Artificial Intelligence Ethics and Acceptable Use Policy
- Enterprise Risk Management Policy
- Global Tax Policy and Fiscal
- Information Security Policy

For the complete list of regulations, please refer to PS 01 MR 02 Register Laws and Authorisations 2.1

The JAKALA Group's Sustainable Business Policies are published on the Group's corporate website, <https://www.jakala.com/sustainability-sustainable-growth>.

## STRATEGIC AREAS

As part of its mission and Integrated Management System, the JAKALA Group has identified a number of strategic priority areas, understood as key thematic areas through which to direct its actions, define measurable objectives and enhance the impact of environmental, social and governance (**ESG**) initiatives.

These areas represent the structural basis for integrating sustainability into the Group's long-term vision and find direct correspondence with the **relevant material issues** that have emerged from the dialogue with stakeholders, as well as with the **10 JGoals**, i.e. the common benefit objectives defined by the Parent Company in compliance with Law no. 208/2015 on Benefit Societies. This correspondence guarantees a systemic and traceable approach to the value generated for the community.

Through the activation and oversight of these strategic areas, JAKALA also contributes in a concrete and conscious manner to the achievement of the **Sustainable Development Goals (SDGs)** promoted by the United Nations, strengthening its positioning as a responsible and innovative actor in the economic and social landscape.

Strategic Area	JGoal	Material Theme	SDGs
Promoting ethics, transparency, fairness, through good management practices	JGoal 1	<ul style="list-style-type: none"> <li>Management involvement in ESG performance</li> <li>JAKALA brand credibility and authority</li> <li>Cybersecurity &amp; Data Protection</li> </ul>	SDGs 9, 16
Promoting the enhancement, development of skills and potential, and professional growth of its employees.	JGoal 2	<ul style="list-style-type: none"> <li>Talent attractiveness and turnover management</li> <li>Training and professional growth</li> </ul>	SDGs: 4, 8, 10
Promoting the well-being and balance between work and the personal sphere of its collaborators	JGoal 2	<ul style="list-style-type: none"> <li>Supporting equal opportunities and combating discrimination</li> <li>Training and professional growth</li> <li>Talent attractiveness and turnover management</li> </ul>	SDGs: 5, 8, 10

Strategic Area	JGoal	Material Theme	SDGs
Raising awareness and increasing the organization's level of environmental awareness	JGoal 3	<ul style="list-style-type: none"> <li>Energy efficiency</li> <li>Reducing CO<sub>2</sub> emissions</li> <li>Waste management</li> </ul>	SDG 13
Raise awareness and increase the organisation's level of awareness on health and safety	JGoal 3	<ul style="list-style-type: none"> <li>Training and professional development</li> </ul>	SDG 3
Promoting inclusion and valuing differences, through the provision of equal opportunities and combating discrimination	JGoal 4	<ul style="list-style-type: none"> <li>Supporting equal opportunities and combating discrimination</li> </ul>	SDGs: 5, 8, 10
Promote and safeguard, throughout the supply chain, decent working conditions and opportunities for economic and professional growth	JGoal 5	<ul style="list-style-type: none"> <li>Supporting equal opportunities and combating discrimination</li> <li>Training and professional development</li> </ul>	SDGs: 5, 8, 10
Promoting a culture of high quality and safe products and services with a view to full economic, social and environmental sustainability	JGoal 6	<ul style="list-style-type: none"> <li>Innovation and technological development</li> <li>Enhancement and protection of intellectual property</li> <li>Cybersecurity &amp; Data Protection</li> </ul>	SDGs: 9, 12, 13
Protecting the environment and raising environmental awareness among customers and consumers	JGoal 7	<ul style="list-style-type: none"> <li>Energy Efficiency</li> <li>Reducing CO<sub>2</sub> emissions</li> <li>Waste management</li> <li>Digital sustainability</li> </ul>	SDGs: 12, 13
Show willingness, competently handle customer requests and use all necessary tools for customer retention	JGoal 8	<ul style="list-style-type: none"> <li>Credibility and authority of the JAKALA brand</li> </ul>	SDGs: 9, 12

Strategic Area	JGoal	Material Theme	SDGs
Promote values and behaviours related to social responsibility, sustainability and environmental protection through both the conception, development and implementation of new business models and activities aimed at customers and consumers	JGoal 9	<ul style="list-style-type: none"> <li>JAKALA brand credibility and authority</li> <li>Innovation and technological development</li> </ul>	SDGs: 10,12
Promoting values and behaviors linked to social responsibility, sustainability and environmental protection through corporate welfare activities	JGoal 9	<ul style="list-style-type: none"> <li>Management involvement in ESG performance</li> <li>Innovation and technological development</li> </ul>	SDGs: 3, 12, 13, 16, 17
Contributing to the development of the social and economic context in which the organization operates	JGoal 10	<ul style="list-style-type: none"> <li>Innovation and technological development</li> <li>JAKALA brand credibility and authority</li> <li>Digital sustainability</li> <li>Enhancement and protection of intellectual property</li> </ul>	SDGs: 8, 9, 10, 16, 17

The commitments outlined in the Policy are consistent with the available human and financial resources.

## THE GOALS

In the current context, in which companies and organizations are called upon to make a concrete contribution to the transition towards a more equitable, responsible and sustainable future, JAKALA has chosen to integrate sustainability not as an accessory element, but as a structural component of its strategic vision. This choice stems from the awareness that only a systemic approach, based on consistent values, continuous innovation and shared responsibility, can generate lasting value for the company and the social, environmental and economic context in which it operates.

The integration of material issues, J Goals and the Sustainable Development Goals promoted by the United Nations is at the heart of this commitment. The aim is to transform global challenges into concrete opportunities for growth by guiding strategic decisions with a forward-looking vision based on creating measurable positive impacts.

JAKALA recognises that its role goes beyond economic performance and embraces the ability to generate trust, build strong relationships, protect the environment, value people and ensure the ethical use of technology.



For this, an Integrated Management System has been implemented that links operational strategies to the priorities expressed by stakeholders in a transparent and consistent alignment with the SDGs. This strategic architecture allows JAKALA to effectively manage risks, improve its ESG performance, strengthen its reputation and actively contribute to the sustainable development of the territories and communities with which it interacts.

In short, adopting a model based on clear objectives, relevant material issues and internationally recognised indicators means, for JAKALA, transforming sustainability into a true driver of innovation, competitiveness and shared value.

### **Quality**

- ✓ Ensuring high quality standards in processes, services and relationships by taking a customer-oriented, systemic approach to continuous improvement.
- ✓ Consistently meet contractual, regulatory and voluntary requirements, pursuing operational excellence and maximum organisational efficiency.
- ✓ Enhance customer centrality through listening tools, needs analysis and the development of customised and measurable solutions.
- ✓ Involve all the people in the organisation in the pursuit of quality, strengthening the culture of widespread responsibility, problem solving and learning from results.
- ✓ Promote lifelong learning and knowledge sharing as a lever for improving individual and collective skills and performance.



### **Environment and energy efficiency**

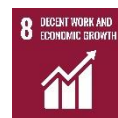
- ✓ Minimize the environmental impacts generated by the company's activities, promoting the responsible use of resources, energy saving and the reduction of greenhouse gas emissions.
- ✓ Operate in compliance with applicable environmental regulations, integrating sustainable development principles into decision-making processes and investment strategies.
- ✓ Encourage the adoption of environmentally friendly technologies and infrastructures, designed according to life-cycle, efficiency and waste reduction criteria.
- ✓ Encourage sustainable mobility, travel optimization and digitization of processes as tools to reduce the organization's ecological footprint.
- ✓ Progressively reduce the use of single-use plastics and prevent the dispersion of microplastics along the value chain, including through awareness-raising and training activities.

- ✓ Optimise water consumption at all company sites.
- ✓ Protect and enhance the biodiversity of territories where the Group operates directly or exerts an indirect influence.
- ✓ Raise awareness among employees, customers, suppliers and partners of the importance of environmental protection, promoting virtuous behaviors throughout the value chain.
- ✓ Promote responsible waste management, through separate waste collection, waste reduction, digitization of processes and the active involvement of employees and suppliers in circular economy initiatives.



### **Health and safety**

- ✓ Ensure safe and healthy working environments for all workers, adopting effective preventive and protective measures to contain risks and protect physical and mental health.
- ✓ Operate in compliance with current legislation and the principles of the ISO 45001 standard, promoting a proactive approach to safety management.
- ✓ Spread the culture of prevention through training, communication and active involvement of personnel at all organisational levels.
- ✓ Constantly monitor health and safety performance, analysing accidents, near misses and hazardous situations in order to activate corrective and improvement actions.
- ✓ Extend the focus on health and safety to partners, contractors and visitors by integrating requirements into selection, qualification and management processes.



### **Social responsibility**

- ✓ Ensure safe and healthy working environments for all workers, adopting effective preventive and protective measures to contain risks and protect physical and mental health.
- ✓ Operate in compliance with current legislation and the principles of the ISO 45001 standard, promoting a proactive approach to safety management.
- ✓ Spread the culture of prevention through training, communication and active involvement of personnel at all organisational levels.

- ✓ Constantly monitor health and safety performance, analysing accidents, near misses and hazardous situations in order to activate corrective and improvement actions.
- ✓ Extend the focus on health and safety to partners, contractors and visitors by integrating requirements into selection, qualification and management processes.



### **Equality and inclusiveness**

- ✓ Promote a culture that is inclusive and respectful of diversity, in which each person can express his or her potential without discrimination based on gender, age, ethnicity, orientation, religion or disability.
- ✓ Adopt policies and tools to ensure equal opportunities in selection, development, career and remuneration processes, also in compliance with the principles set out in UNI/PdR 125.
- ✓ Promote work-life balance through flexible, inclusive organisational solutions that are attentive to employees' personal, family and social needs.
- ✓ Preventing and combating all forms of harassment, abuse or discriminatory behaviour in the workplace, promoting safe, respectful and welcoming environments.
- ✓ Monitor, measure and report on performance indicators related to equity, empowerment and gender equality.



### **Anti-corruption and transparency**

- ✓ Promote conduct characterised by integrity, fairness, legality and accountability in all business relationships, in compliance with the ISO 37001 standard.
- ✓ Preventing and combating all forms of corruption, whether active or passive, direct or indirect, through controls, organisational safeguards and secure and accessible whistleblowing systems.
- ✓ Ensure transparency and traceability in decision-making processes, in economic and financial management and in relations with public and private entities.
- ✓ Raise awareness and train staff and partners, customers, suppliers, on the importance of compliance and observance of anti-corruption regulations.

- ✓ Ensuring the autonomy, independence and competence of the Internal Audit and Compliance function, supporting its effectiveness in monitoring corruption risks.



### **Digital and sustainable innovation**

- ✓ Promoting the adoption of responsible, secure and transparent digital technologies, capable of enabling new business models and improving the quality and efficiency of services.
- ✓ Integrate innovation into business processes in an ethical and sustainable manner, ensuring respect for digital rights, privacy, cybersecurity and artificial intelligence (ISO 42001).
- ✓ Promote accessibility to technological solutions by all Stakeholders, contributing to the reduction of inequalities and the diffusion of digital skills.
- ✓ Develop intelligent monitoring and data management systems, oriented towards continuous performance improvement and minimisation of environmental impacts.
- ✓ Invest in sustainable research and development, promoting experimentation and co-creation with customers, partners, universities and innovation centres.



## **REVIEW**

Within the broader framework of corporate governance, understood as an organisational structure geared towards risk management and monitoring of business processes, the JAKALA Group has adopted an **Internal Control System (ICS)**, which is one of the essential pillars to ensure a consistent, robust and aligned approach to IMS requirements.

The ICS is based on the **Three Lines of Defence model**, which clearly assigns roles and responsibilities to the different business functions. The three lines - operational functions (first line), control and compliance functions (second line), and Internal Audit (third line) - work together in an integrated manner for the effective implementation, monitoring and continuous improvement of the processes within the ICS.

Each line makes a specific and complementary contribution to performance assessment, risk mitigation and verification of operational effectiveness, feeding into the periodic IMS review process in a structured and independent manner.

This integrated approach strengthens the link between strategy, operations and compliance, contributing to the Group's resilience and sustainability.

The Integrated Policy is subject to evaluation at least annually as part of the Management Review, on the basis of the results achieved and the analyses carried out as described above.

In the event of significant strategic or operational changes impacting the Integrated Management System, the review of the Policy is submitted to the Parent Company's Board of Directors for approval, by the Head of the Integrated Management System.

## **COMMUNICATION AND DISSEMINATION**

To ensure internal dissemination of the Policy, the organization has set up structured communication channels and tools, such as corporate intranet sites, e-mail, newsletters, in-person and virtual meetings, collaborative digital tools and platforms for secure information sharing.

External communication takes place mainly through: institutional website publications, communication and press office activities, organization of or participation in events.

The updated version of the Integrated Policy is made publicly available to all stakeholders through the Group's institutional website, <https://www.jakala.com/sustainability-sustainable-growth>.

## ANNEX

Company	Country	City	Address	Standard
JAKALA S.p.A. S.B.	Italy	Milano	Corso di Porta Romana 15 - 20122	ISO/IEC 27001:2022 ISO 45001:2018 ISO 14001:2015 ISO 9001:2015 ISO 37001:2016 ISO 30415:2021 ISO 14064-1:2019
	Italy	Nichelino (TO)	Via F. Santi, 2/1 - 10042	ISO/IEC 27001:2013 ISO 45001:2018 ISO 14001:2015 ISO 9001:2015 ISO 37001:2016
	Italy	Roma	Via Barberini 86 - 00187	ISO/IEC 27001:2022 ISO 37001:2016 ISO 45001:2018 ISO 14001:2015
	Italy	Rende (CS)	Via Pedro Alvares Cabrai, 14 - 87036	ISO/IEC 27001:2022 ISO 37001:2016
	Italy	Montecassiano (MC)	Via Don Ezio Cingolani 13 - 62010	ISO/IEC 27001:2022 ISO 45001:2018 ISO 14001:2015 ISO 37001:2016
	Italy	Nichelino (TO) Roncade (TV)	Via F. Santi, 6/2 - 10042 Via Sile 41 - 31056	ISO 45001:2018 ISO 14001:2015
JAKALA CIVITAS S.p.A.	Italy	Milano Roncade (TV) Roma	Corso di Porta Romana 15 - 20122 Via Sile 41 - 31056 Via Barberini 86 - 00187	ISO/IEC 27001:2022 ISO 9001:2015 ISO 37001:2016 SA8000:2014 ISO 26000:2020 ISO 30415:2021 Uni Pdr 125:2022 ISO 45001:2018 ISO 14001:2015
OOO JAKALA	Federation Russia	Moscow	Nizhnaya Street, house 14 building 1, basement floor, room 21125040	ISO 9001:2015
JAKALA SAS	France	Strasbourg	20, Place de Halles - 67000	ISO 9001:2015
JAKALA GmbH	Germany	Düsseldorf	Klaus-Bungert-Str. 5a 40468	ISO 9001:2015
Seri System Printing S.r.l.	Italy	Nichelino (TO)	Via Santi 1/2 10042	ISO 9001:2015 ISO 45001:2018 ISO 14001:2015 ISO 37001:2016

Maize S.r.l.	Italy	Roncade Milano Rende	Via Sile 41 Corso di Porta Romana 15 Piazza della libertà 35	ISO 9001:2015 ISO/IEC 27001:2022 ISO 45001:2018 ISO 14001:2015 ISO 37001:2016
Jakala Spain and Latam	Spain	Madrid	C/De Maria Tubau 9 - Planta 3-B Bilma Centro Empresarial	ISO 9001:2015 ISO 37001:2016 ISO/IEC 27001:2022 UNE 19601/2017