



I N S A F E H A N D S

SUSTAINABILITY POLICY

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Sustainability Policy

The sustainability policy identifies the principles that guide REFLEXX towards responsible management of its impacts on its people, the communities it operates in, and the environment.

Recognizing the importance of each individual in responsible growth, we aim to contribute to improving the quality of life for our employees and customers.

REFLEXX conducts its activities in accordance with the ten principles of the United Nations Global Compact, a voluntary initiative sharing sustainability values (human rights, labor, environment, and anti-corruption). We are committed to a path of continuous improvement, aiming to integrate ESG (Environmental, Social, and Governance) issues into our business processes and risk and opportunity assessments, monitoring progress, reporting results, and actively engaging our stakeholders.

The Six Principles of the Sustainability Policy

● **Value of Employees**

We believe in the value of our people, with their diversity and rights. We commit to engaging and developing their skills and competencies through information and training activities at all organizational levels. We ensure that recruitment, training, development, and

career advancement are based on merit and free from any form of discrimination. Integrity is essential to the Group, and we discourage corruption practices in every way.

● **Product Quality, Safety, and Innovation**

We ensure a consistently high level of quality, health, and safety for our products. We strive for our products to offer maximum protection and performance with strict attention to product quality consistency. Alongside product suppliers, REFLEXX studies and promotes product innovation towards more eco-friendly options, advocating them to customers where applicable.

Click here to learn more about REFLEXX's **sustainability policy**.

<https://www.reflexx.com/en/sustainability/>



● **Respect for Human Rights**

We are committed to upholding human rights in our operations, guided by the United Nations Universal Declaration of Human Rights, fostering responsible supply chain practices with suppliers and business partners. We reject any form of irregular labor and promote policies that enhance the psychophysical well-being of our personnel.

● **Engagement with Communities and Stakeholders**

We operate with a focus on sustainable development through systematic stakeholder engagement: analyzing the operating context, identifying stakeholder needs, and involving them in our processes. We allocate 2% of gross profit to non-profit initiatives aligned with our values and linked to local communities.



- **Efficient Use of Resources and Environmental Protection**

We promote the efficient use of energy resources and the reduction of greenhouse gas emissions through energy efficiency and the promotion of renewable sources. To minimize the impact of our activities on the environment, we are committed to improving packaging, waste management, process digitalization, and logistics. We encourage our suppliers to enhance their environmental performance and support them in their improvement processes wherever possible.

- **Responsible Supply Chain**

REFLEXX monitors supplier behavior through the administration of a dedicated ESG Questionnaire, which contributes to their evaluation and qualification under the quality management system. We promote continuous improvement in sustainability throughout the supply chain, fostering ongoing dialogue with suppliers, including responding to new customer requirements and engaging in co-design aimed at creating sustainable value.



The Management ensures that the Sustainability Policy:

- Meets the company's needs;
- Includes a commitment to meet requirements and achieve continuous improvement;
- Includes a commitment to comply with applicable mandatory regulations;
- Provides a framework for establishing and reviewing set objectives;
- Is periodically verified through Management Review;
- Is communicated, understood, and implemented at all levels within the company;
- Is available to stakeholders;
- Is periodically reviewed for ongoing suitability;
- Is revised in case of changes.



Management Systems

REFLEXX is committed to daily improvement in relationships with customers and other relevant stakeholders. For this reason, in 2018 the company decided to adopt a Management System in compliance with the **UNI EN ISO 9001:2015** standards, aiming to regulate all organizational and operational activities of the entire company system systematically, planned, and documented.

In 2023, REFLEXX initiated the process to obtain **UNI EN ISO 13485** certification, achieved in 2024.

