

HIGHLIGHTS SUSTAINABILITY REPORT

2025

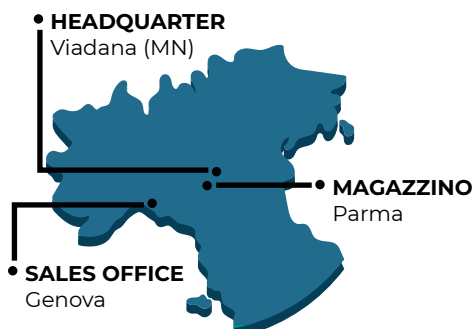


Read the hole
Sustainability Report

REFLEXX AT A GLANCE

Year of foundation: 2004

Where we are



Business



Product Lines

- Latex gloves
- Nitrile gloves
- Vinyl gloves
- Polyethylene gloves
- Supported gloves
- Reusable gloves

Sales Channels



Dental



Medical and laboratories



Cleaning



Industrial



Food



Cosmetics and
tattoo artist

Data	2025
Company name	REFLEXX
Legal form	S.p.A., sole shareholder Gianni Isetti
NACE code	G46.64 (primary) 466.499 – Wholesale of other machinery and equipment
Total assets (€)	10,495,428 — according to the 2025 statutory financial statements
Revenue (€)	20,062,682
Number of employees as of December 31 st	15
Counting methodology	Headcount as of December 31 st
Main country of operation	Italy
ESG Score (Synesgy / CRIF, SEDEX) and Recognition	Synesgy Level B — valid until 28 September 2026 SEDEX Supplier Plus Future Respect 2025 High Performer
Certifications and recognition	ISO 9001:2015 ISO 13485:2016

ESG JOURNEY

The Pillars

PLANET	PEOPLE, VALUE CHAIN AND COMMUNITIES	GOVERNANCE
•Resource management (materials, energy, logistics) •Waste management and circular economy •Greenhouse gas emissions / climate change •Product quality and safety •Lower-impact packaging	•Employment / Diversity and equal opportunities •Safety and health •Training •Respect for human rights •Value chain (customers and supply chain) •Management of local communities	•Sound governance •Ethics, integrity, anti-corruption efforts, and corporate transparency •Innovation and R&D
8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION 17 PARTNERSHIPS FOR THE GOALS	3 GOOD HEALTH AND WELL-BEING 8 DECENT WORK AND ECONOMIC GROWTH 5 GENDER EQUALITY 17 PARTNERSHIPS FOR THE GOALS	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 17 PARTNERSHIPS FOR THE GOALS

Click on each document to read

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CODE OF ETHICS
REFLEXX S.p.A.

Edition 02
Revision 02
Date of revision: April 5th 2024
Reason: 2nd issue
Approval date Chief Executive Officer: April 5th 2024

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SUPPLIER CODE OF CONDUCT
REFLEXX S.p.A.

Edition 01
Revision 00
Approval date by CEO Reflexx S.p.A.: October 31st 2025

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SUSTAINABILITY POLICY

Rev. 00
Date 10/04/24
MOD. SQ26
Sustainability Policy

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LABOUR PRACTICES AND HUMAN RIGHTS POLICY

Rev. 0
Ed. 1
Date 25/03/26
Labour practices and Human Rights Policy

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OCCUPATIONAL HEALTH & SAFETY POLICY

Rev. 0
Ed. 1
Date 25/03/26
Occupational Health & Safety Policy

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ENVIRONMENTAL POLICY

Rev. 0
Ed. 1
Date 25/03/26
Environmental Policy

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DONATIONS AND SPONSORSHIP POLICY

Rev. 0
Ed. 1
Date 25/03/26
Donations and Sponsorship Policy

Product quality and safety

REFLEXX Products and Certifications

Product Classification	2025
PPE CE Cat. I products	11
PPE CE Cat. II products	6
PPE CE Cat. III products	32
Medical Devices (MD)	28
Food Contact Materials (FCM)	33

Scope: REFLEXX S.p.A. Source: Quality Department.

Quality Expenditure and Investments

Quality KPI	2023	2024	2025
Quality expenditures and investments (€)	17.100	26.381	17.916
Expenditures for maintaining CE certifications and FCM declarations (€)	96.900	77.864	104.766

Perimetro: REFLEXX S.p.A. Fonti: Qualità

N. of Tests Performed on Existing Products

Quality KPI	2023	2024	2025
Tests by notified bodies for PPE certifications (no.)	29	31	29
Tests by FCM-accredited laboratories (no.)	41	48	52

Scope: REFLEXX S.p.A. Source: Quality Department.

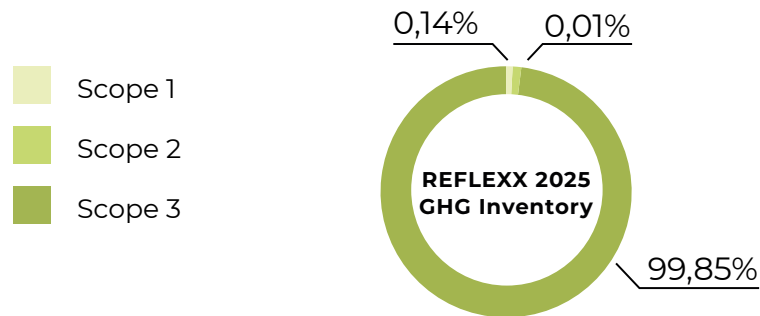
Carbon footprint

Greenhouse Gas Emissions by Scope

GHG Emissions	Scope	Categoria	2023 tCO ₂ e	2024 tCO ₂ e	2025 tCO ₂ e
Direct emissions – Company vehicle fleet	1	Mobile combustion	20,73	24,87	27,28
Purchased electricity (location-based)	2	—	1,01	1,04	1,09
Purchased electricity (market-based)	2	—	n.d.	n.d.	0,02
TOTAL SCOPE 1+2			21,74	25,91	28,37
Purchased goods	3	Cat.1	12.680,81	16.966,68	15.271,14
Capital goods	3	Cat.2	15,56	4,85	0,47
Fuel- and energy-related activities	3	Cat.3	3,95	8,86	9,08
Upstream transportation	3	Cat.4	448,87	1.316,19	1.111,39
Operational waste	3	Cat.5	2,19	0,31	0,21
Business travel	3	Cat.6	8,82	9,30	6,79
Employee commuting	3	Cat.7	7,63	6,59	7,64
Upstream leased assets	3	Cat.8	135,98	128,30	165,15
Downstream transportation	3	Cat.9	244,81	313,14	348,12
End-of-life treatment of products sold (voluntarily included)	3	Cat.12	1.731,37	1.718,62	2.295,83
TOTAL SCOPE 3			15.279,30	20.292,82	19.215,82
TOTAL (Scope 2 location-based)			15.301,72	20.318,73	19.244,19
TOTAL (Scope 2 market-based)			n.d.	n.d.	19.243,10

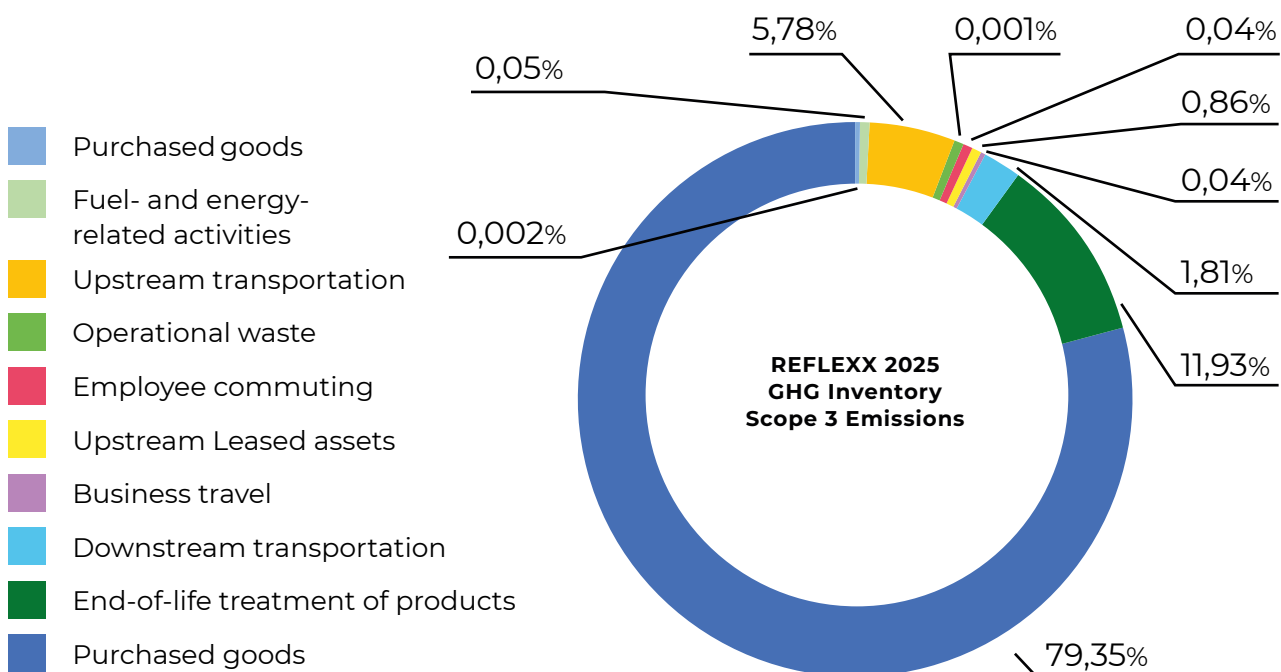
Scope: REFLEXX S.p.A. Source: Rete Clima , based on data provided by the CEO, Purchasing Department, Internal Process Coordination and Logistics. Restatement: 2024 Scope 3 emissions have been recalculated following the correction of errors in packaging weight calculations.

Distribution of Emissions by Scope



Scope: REFLEXX S.p.A. Source: Rete Clima based on data provided by the CEO, Purchasing Department and Internal Process Coordination. Note: Scope 2 calculated using the location-based approach.

Distribution of GHG Emissions Across Scope 3 Categories



Scope: REFLEXX S.p.A. Source: Rete Clima based on data provided by the CEO, Purchasing Department and Internal Process Coordination. Note: Scope 2 calculated using the location-based approach.

GHG Emissions Intensity Indicators

GHG Intensity Indicator	2023	2024	2025
Quantity of products (kg)	3.083.286,60	3.310.738	3.580.358
Revenue (€)	17.621.207	18.706.756	20.062.682
Scope 1+2	21,74	25,91	28,37
Scope 1+2+3	15.301,72	20.318,73	19.244,19
Scope 1+2 / kg of product (kgCO ₂ e/kg)	0,00705	0,00783	0,00792
Scope 1+2 / revenue (kgCO ₂ e/€)	0,00123	0,00139	0,00141
Scope 1+2+3 / kg of product (kgCO ₂ e/kg)	4,96280	6,13722	5,37493
Scope 1+2+3 / revenue (kgCO ₂ e/€)	0,86837	1,08617	0,95920

Scope: REFLEXX S.p.A. Source: Rete Clima based on data provided by the CEO, Purchasing Department and Internal Process Coordination. Note: Scope 2 calculated using the location-based approach.

Packaging

REFLEXX manufactures both disposable and reusable gloves.

Disposable gloves are packed in cardboard dispensers containing, in most cases, between 50 and 200 gloves, which are then placed in outer cardboard cartons containing 10 dispensers.

Reusable gloves are packaged in primary plastic packaging (one individual bag per pair and one polybag containing ten pairs) and secondary cardboard packaging (cardboard boxes containing between 50 and 120 pairs packed in individual bags).

Since 2023, REFLEXX has been implementing a structured packaging improvement programme aimed at reducing the environmental impacts associated with packaging materials. The actions implemented during 2025 are summarised in the table below together with the corresponding reductions in packaging weight and the associated decrease in embodied CO₂e emissions.

As both purchasing and sales volumes increased during the reporting period, unit packaging weights were used to assess actual improvements. In addition, in order to optimise implementation times, several initiatives were carried out simultaneously.

Had the overall reduction in embodied CO₂e emissions been calculated while taking into account the increase in production volumes, the total saving would have amounted to approximately 40,000 kgCO₂e. **Some of the expected results were not fully achieved due to extended implementation times and, in certain cases, because activities were postponed to 2026–2027 as a consequence of geopolitical factors and the need to prioritise interventions within the constraints of available resources.**

2025 Packaging Initiative	Description	Products Involved	2025 Results
Outer packaging downsizing	Optimisation of outer carton dimensions.	8 high-volume products in 2023, 1 product in 2024 (already accounted for), 2 additional products in 2025.	13% reduction in unit weight, corresponding to 89 kgCO ₂ e of embodied emissions avoided for the two products updated in 2025.
New outer packaging: uncoated brown cardboard and elimination of varnish	Elimination of varnish coating (no longer required) on 10 high-volume products in 2025. Introduction of uncoated natural brown cardboard for 32 products, reducing environmental impact while maintaining the required logistical performance and protection of the inner packaging. Product identification continues to be ensured through colour coding. No changes were made to dimensions, EAN codes or pallet configurations.	Varnish removed from 10 products; new cardboard introduced for 32 products.	8% reduction in unit weight, corresponding to 5,868 kgCO ₂ e of embodied emissions avoided.
Standardisation of outer packaging (single-wall / double-wall corrugated board)	During the second half of 2025, the basis weight (g/m ²) of cardboard was standardised across suppliers and products. The number of single-wall board specifications was reduced to three or four, depending on product weight, while all double-wall packaging was standardised to a single specification.	Eight packaging formats completed (three by the end of 2025 and five during 2026). The remaining seven packaging formats relate to reusable gloves with plastic inner packaging and have therefore been postponed until 2027.	9% reduction in unit weight, corresponding to 55 kgCO ₂ e of embodied emissions avoided for the three packaging formats completed in 2025. The remaining benefits will be realised during 2026–2027.
Inner packaging downsizing	Optimisation of inner packaging dimensions.	Two products updated during 2025.	20% reduction in packaging weight, corresponding to 16 kgCO ₂ e of embodied emissions avoided.
Water-based inner packaging: removal of UV/oil-based varnishes and inks	During 2025, glossy UV/oil-based varnish was removed from 15 products and replaced exclusively with water-based matte varnish. UV/oil-based inks were eliminated from 16 products and replaced with water-based inks.		5% weight reduction → 3,173 kgCO ₂ e avoided across 18 product items

Perimetro: REFLEXX S.p.A. Fonti: Commerciale. I calcoli di CO₂ 'evitata' sono riduzioni delle emissioni incorporate nel packaging rispetto ad una situazione inalterata (baseline fine 2024), calcolate con fattori EcolInvent 3.10 con supporto tecnico di Rete Clima. Non sono 'emissioni evitate' in senso assoluto secondo il GHG Protocol.

Packaging resize



Lower-impact inner packaging



New outer packaging



People

REFLEXX Diversity Indicators

Diversity KPI	2024	2025
Women (% of total workforce)	43% (6/14)	40% (6/15)
Men (% of total workforce)	57% (8/14)	60% (9/15)
Nationality	100% Italian	100% Italian
Female/Male ratio at management level (VSME C5)	50% – 3 women out of 6 department managers	50% – 3 women out of 6 department managers
Employees belonging to protected categories	0	0

Scope: REFLEXX S.p.A. Source: Internal Process Coordination.

As of December 31st 2025, REFLEXX employed 15 people, including 6 women, following the recruitment of one new employee.

100% of employees are covered by the applicable National Collective Labour Agreement (CCNL). Permanent contracts account for 80% of the workforce (83% of female employees and 78% of male employees), representing an increase compared with 2023.

The average age of employees is 47 years, with 88% under the age of 50, while the average length of service is 5.5 years.

27% of employees work entirely on-site, 40% follow a hybrid working arrangement consisting of two days on-site and three days of remote working per week, while the remaining 33% work exclusively remotely. The hybrid working model has been adopted as the preferred contractual arrangement for new hires.

REFLEXX's workforce consists entirely of Italian nationals, of whom 40% are women (6 employees).

The Company promotes a merit-based working environment regardless of gender. 50% of management positions are currently held by women.

15

Employees as of
December 31st 2025

80%

Permanent
employment contracts

87%

% full-time

47 years

Average employee age

REFLEXX works with 25 sales agencies in Italy (7 in Northern Italy, 10 in Central Italy and 8 in Southern Italy) and 2 sales agents/commercial intermediaries abroad.

The reduction in the number of external international agents is the result of bringing certain export sales activities in-house under the responsibility of the Export Sales Manager. The average length of the business relationship with Italian sales agencies exceeds 11 years, reflecting long-standing partnerships built on mutual trust and shared objectives. REFLEXX considers its sales network a strategic asset and a continuous source of motivation to further improve product quality while making its business model increasingly innovative and sustainable.

Training

REFLEXX Training

Training KPI	2023	2024	2025
Total training hours	93	285	231
Average annual training hours per employee	7,5	19,0	15,6
Average training hours – Men	10,1	23,75	15,22
Average training hours – Women	4,4	13,86	16,17

Scope: REFLEXX S.p.A. Fonti: Internal Process Coordination.

Health and Safety

Occupational Health and Safety at REFLEXX

Safety KPI	2023	2024	2025
Work-related injuries (No.)	0	0	0
Serious injuries (No.)	0	0	0
Fatalities resulting from work-related injuries or occupational diseases	0	0	0
Occupational diseases (No.)	0	0	0
Near miss (No.)	0	0	0
Lost Time Injury Frequency Rate (LTIFR)	0	0	0
Total health and safety training hours	50 h (triennio)		

Scope: REFLEXX S.p.A. Source: External Health and Safety Service Manager (RSPP).

Community

REFLEXX Investments in Local Communities

Local Community KPI	2023	2024	2025
Charitable donations (€)	28.000	27.000	28.000
Sponsorships (€)	3.000	—	9.000
Social inclusion and vulnerable communities (€)	25.000	18.000	18.500
Health (€)	3.000	9.000	9.500
Sport (€)	—	—	5.500
Environment (€)	—	—	3.500
Province of Mantua (€)	12.000	9.000	19.000
Province of Genoa (€)	16.000	15.000	14.500
Province of Parma (€)	3.000	3.000	3.500

Scope: REFLEXX S.p.A. Source: CEO

REFLEXX Community Investments – Distribution by Cause (%)

Community Investments – Distribution by Cause (%)	2025
Cause Social inclusion and vulnerable communities	50%
Cause Health	26%
Cause Sport	15%
Cause Environment	9%

Scope: REFLEXX S.p.A. Source: CEO

REFLEXX Community Investments – Geographical Distribution (%)

Community Investments – Geographical Distribution (%)	2025
Geographical distribution Province of Mantua	51%
Geographica distribution Province of Genoa	39%
Geographica distribution Province of Parma	10%

Scope: REFLEXX S.p.A. Source: CEO

REFLEXX In-kind Product Donations

In-kind Donation KPI	Cartons (No.) 2025	Gloves (No.) 2025
In-kind Product Donations	94	75.200

Scope: REFLEXX S.p.A. Source: Sales and Marketing Departments.

Customers

4,49	99%	189	10,6%
CS Index 2025 (out of 5)	Referral 2025	Survey Respondents 2025	Response rate 2025

REFLEXX Customers

Customers	2023	2024	2025
Customers invited to the survey	1.908	1.866	1.776
Survey respondents	127	165	189
Response rate (%)	6,7%	9,0%	10,6% (+18%)
Customer Satisfaction Index (1–5)	4,44	4,38	4,49
Referral Rate (% of customers who would recommend REFLEXX)	—	98%	99%
Areas identified for improvement (No.)	n.a.	n.a.	4

Scope: REFLEXX S.p.A. Source: Sales and Marketing Departments.

Customers

REFLEXX Customer Satisfaction 2025

Customer Satisfaction	Importance	Satisfaction
Product quality	4,83	4,60
Value for money	4,77	4,10
Product range	4,29	4,40
Order management	4,60	4,48
Deliveries	4,68	4,16
Marketing support	4,02	4,09
Packaging	4,11	4,34
Technical support	4,28	4,38
ESG	4,01	4,18
Overall average rating	4,40	4,30

Scope: REFLEXX S.p.A. Source: Sales and Marketing Departments.

REFLEXX testimonials

Click the link to watch the
video testimony



https://www.youtube.com/watch?v=rt0G_1p-pkA&list=PL6-fGIboply9SoXxN5pIKBW1eJ5ERuJII



Supply Chain

REFLEXX works with both product suppliers (glove manufacturers based in the Far East) and service providers (logistics operators, warehouse providers, IT suppliers and professional consultants). In line with its Code of Ethics and Sustainability Policy, the Company promotes a responsible supply chain based on the principles of integrity, transparency, respect for human rights and environmental protection.

A **Quality Agreement** is signed with each product supplier, defining procurement requirements, contractual responsibilities and termination conditions.

To ensure compliance with the Company's quality requirements throughout the procurement process, suppliers are required to provide the following documentation when purchase orders are issued:

- ISO 9001 and ISO 13485 certifications (for Medical Devices);
- declarations of compliance with the REACH Regulation;
- product conformity certifications (PPE and Medical Devices);
- viral penetration test reports (ASTM F1671) and skin sensitisation biocompatibility tests for Medical Devices (ISO 10993-10);
- food contact compliance test reports for Food Contact Materials (FCMs);
- product shelf-life declarations and supporting test results;
- accelerated ageing test reports.

Since 2025, all suppliers have been required to sign the REFLEXX **Supplier Code of Conduct**, which establishes the Company's minimum standards of responsible business conduct and constitutes a prerequisite for both initiating and maintaining any supply relationship.

REFLEXX Suppliers

Supplier KPI	2024	2025
Qualified product suppliers (No.)	11	14
Qualified service providers (No.)	16	16
Cost of purchased goods and services (€)	18.466.076	17.307.193
Suppliers covered by a Code of Ethics (%)	100%	100%
Suppliers certified to ISO 9001 / ISO 13485 (%)	100%	100%
Suppliers certified to ISO 14001 (%)	70%	50%
Suppliers certified to ISO 45001 (%)	70%	50%
Suppliers audited through SEDEX/SMETA during the previous two years (%)	70%	67%
Suppliers subject to ESG risk monitoring (%)	100%	100%
Suppliers measuring their Corporate Carbon Footprint (CCF) (%)	90%, of which 20% include Scope 3	86%, of which 33% include Scope 3
Suppliers with externally assured CCF and emission reduction targets (%)	n.d.	14%
Suppliers with an ESG / Sustainability Manager (%)	90%	Board level: 86%; Management level: 79%
Suppliers publishing a Sustainability Report (%)	70%	71%

Scope: REFLEXX S.p.A. Source: Product suppliers and service providers supporting operational activities. Percentages are based on responses to the ESG Supplier Questionnaire (first issued in November–December 2023 and updated annually). The results have not been independently verified. REFLEXX is currently assessing the introduction of direct audits for suppliers identified as presenting higher ESG risks.

Product Suppliers 2025 ESG Self-Assessment Summary

In 2025, REFLEXX completed the third cycle of its ESG questionnaire administered to product suppliers, monitoring **14 qualified suppliers with manufacturing operations in Malaysia (5), China (4), Vietnam (1), Sri Lanka (1) and Singapore (1), representing an aggregate workforce of more than 60,000 employees**. The following section provides a summary of the main findings across the three ESG dimensions.

Environmental Dimension (E)

With regard to **energy and greenhouse gas emissions**, 7 out of 14 suppliers measure and report their Corporate Carbon Footprint (Scope 1 and Scope 2), representing an estimated total of approximately 1.28 million tCO₂e. Only two suppliers also report Scope 3 emissions, while one supplier has obtained third-party certification of its Product Carbon Footprint (PCF). Several suppliers have made significant investments in renewable energy sources, including photovoltaic installations, wind power systems and the use of biomass as an energy source. Five suppliers do not yet have disaggregated energy consumption data and have therefore been identified as a priority for future monitoring cycles. In terms of **water management**, several manufacturers reduced their water intensity compared with 2024, with some achieving reductions of more than 20%, while others implemented process water recycling systems. Regarding **waste management**, most suppliers monitor the proportion of waste sent for recovery and recycling, with two manufacturers reporting zero waste disposed of in landfill. Suppliers' **packaging** is also showing a progressive transition towards FSC-certified materials, recycled raw materials, and biodegradable or recyclable packaging solutions.

Social Dimension (S)

All 14 suppliers reported zero substantiated human rights violations in 2025, as well as no cases of child labour or forced labour. The presence of migrant workers is significant across many manufacturing sites (representing between 45% and 75% of the workforce at some facilities). In response, several suppliers have implemented structured programmes to support the wellbeing of these workers, including improvements to employee accommodation and the establishment of formal worker representation mechanisms. With regard to occupational health and safety, none of the 14 suppliers reported any work-related fatalities in 2025. Employee training also remained a key priority, with several manufacturers delivering substantial volumes of training throughout the year.

Governance Dimension (G)

Female representation on suppliers' Boards of Directors continued to improve during the 2023–2025 period, with significant increases recorded across several companies.

Nine out of fourteen suppliers have appointed a **dedicated ESG Manager or Sustainability Manager**. 8 out of 14 suppliers publish an **annual sustainability report**, while four have not yet introduced formal sustainability reporting and have therefore been identified as a priority for future monitoring cycles. Several suppliers have obtained or maintained **ESG ratings** issued by internationally recognised rating agencies. Eight out of 14 suppliers are subject to active **SEDEX/SMETA audits**. **Certified management systems** across the supply chain include ISO 9001 (14/14), ISO 13485 (8/14), ISO 14001 (7/14) and ISO 45001 (6/14).

Service Providers – 2025 ESG Update

Service providers can be grouped into the following categories:

- **providers directly supporting operational activities**, including inbound logistics, warehouse management and outbound logistics;
- **service providers** including IT services, labour consultants, privacy consultants, the external Health and Safety Service Manager (RSPP), testing laboratories and management system consultants.

These service providers have also been included in the Company's materiality assessment and will progressively contribute—according to their strategic relevance—to REFLEXX's ESG and decarbonisation journey.

With regard to operational service providers, REFLEXX collaborates with **qualified freight forwarding agencies** responsible for organising maritime transport from Asian ports to Italy, road transport from Italian ports to the warehouse, and with a **long-standing qualified logistics partner responsible for warehouse management and outbound logistics**.

In 2024, REFLEXX extended its ESG monitoring activities to include these strategic operational partners.

International freight forwarders and the logistics partner responsible for warehouse management and outbound logistics in Parma were therefore included in the ESG monitoring programme from 2024 onwards and remained within its scope in 2025.

Freight forwarding partners operate certified quality management systems and, in several cases, certified environmental management systems. They declare compliance with human rights principles across both their own operations and the sites involved in REFLEXX activities, and reported zero occupational injuries during the 2024–2025 period.

The partner responsible for warehouse management and outbound logistics—part of a major international group—further strengthened its ESG initiatives in 2025. These included the large-scale installation of electric vehicle charging stations, reductions in electricity and water consumption, the introduction of ESG monitoring across its own supply chain, the procurement of 100% renewable electricity, and the measurement of its Scope 1, Scope 2 and Scope 3 carbon footprint, supported by Science Based Targets (SBTi).

The partner responsible for sample shipments is a participant in the UN Global Compact, reports in accordance with the GRI Standards, and has committed to the Science Based Targets initiative (SBTi). It holds the main management system certifications for quality, environmental management, and occupational health and safety, operates a fleet including electric and biodiesel-powered vehicles, and sources 100% of its purchased electricity from renewable sources.

Ethical Business Conduct

Ethical Business Conduct at REFLEXX

Governance KPI	2023	2024	2025
Confirmed corruption cases	0	0	0
Violations of the Code of Ethics	0	0	0
Sanctions for environmental or social violations	0	0	0
Significant legal disputes	0	0	0
Fines related to corruption (€)	0	0	0
Exclusion from EU benchmarks	N/A — Non-listed company	N/A — Non-listed company	N/A — Non-listed company

Scope: REFLEXX S.p.A. Source: CEO

Product Innovation

N. of Tests Performed on New Products

Quality KPI	2023	2024	2025
Tests performed by Notified Bodies for PPE certification (No.)	2	1	1
FCM tests performed by accredited laboratories (No.)	7	7	6

Scope: REFLEXX S.p.A. Source: Quality Department.

N. Tests Resulting in Non-conformities

Quality KPI	2023	2024	2025
Non-conforming PPE certification tests performed by Notified Bodies (No.)	0	0	0
Non-conforming FCM tests performed by accredited laboratories (No.)	2	6	3

Scope: REFLEXX S.p.A. Source: Quality Department

N. Product Complaints and Percentage of Disputed Packs

Quality KPI	2023	2024	2025
Product complaints (No.) / Total complaints	42/435	50/578	40/462
Disputed packs / Packs sold	—	0,061%	0,0101%

Scope: REFLEXX S.p.A. Source: Quality Department.

Expenditure and Investments in Testing New Products

Innovation KPI	2023	2024	2025
Expenditure and investments in product testing carried out by Notified Bodies for PPE certification and accredited FCM laboratories (€)	11.349	13.513	8.107

Scope: REFLEXX S.p.A. Source: Quality Department.

Management Systems



Membership and Ratings

**Reflexx S.p.A.**

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