



INTEGRATED MANAGEMENT SYSTEM POLICY

ISO 9001:2015 | ISO 14001:2015 | ISO 45001:2018

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1. OUR COMMITMENT

WELL PACK Group is a European provider of industrial cleaning, sanitation, inspection, repair, reconditioning, handling, storage and related logistics services for reusable transport packaging and reusable transport items.

Through our activities, we support the circular economy by extending the useful life of reusable packaging assets and helping our customers maintain reliable, hygienic and sustainable logistics operations.

Quality, environmental responsibility and occupational health and safety are integral to the way we manage our business. Through our Integrated Management System, WELL PACK Group is committed to delivering reliable services, protecting the environment, providing safe and healthy working conditions and continually improving our performance.

This Policy applies to all WELL PACK Group entities, locations, functions and activities included within the scope of the Integrated Management System.

2. QUALITY AND CUSTOMER FOCUS

We are committed to understanding and meeting applicable customer, contractual, legal and regulatory requirements and to consistently providing services that meet agreed quality and performance expectations.

We focus on customer satisfaction, service reliability and operational excellence. We manage our activities through defined and controlled processes, apply risk-based thinking and use performance information to identify opportunities for improvement.

Cleaning and sanitation processes are controlled and, where required, validated in accordance with applicable customer, contractual and operational requirements.

We seek to prevent defects, complaints and service failures and to continually improve the effectiveness of our quality management system and the services we provide.

3. ENVIRONMENTAL RESPONSIBILITY

Supporting reuse and the circular economy is an integral part of WELL PACK Group's business model.

We are committed to protecting the environment, including prevention of pollution, responsible use of natural resources, climate action and protection of biodiversity and ecosystems where relevant, and to continually improving our environmental performance.

We aim to use energy, water, cleaning chemicals and other natural resources efficiently, minimize waste, promote reuse, recycling and recovery, and reduce relevant environmental impacts and greenhouse gas emissions associated with our activities where practicable.

Environmental aspects and potential impacts are considered when planning operations and when introducing or changing equipment, technologies, materials and processes.

We meet applicable environmental compliance obligations and establish objectives and improvement actions according to significant environmental aspects, environmental conditions, risks and opportunities, using a life-cycle perspective where relevant.

4. OCCUPATIONAL HEALTH & SAFETY

WELL PACK Group is committed to providing safe and healthy working conditions for the prevention of work-related injury and ill health for employees, contractors, visitors and other persons who may be affected by our activities.

We identify occupational health and safety hazards, assess associated risks and opportunities, eliminate hazards where practicable and reduce OH&S risks through appropriate operational, technical and organizational controls.

We maintain appropriate emergency preparedness and response arrangements and promote a proactive safety culture based on prevention, responsibility, reporting and continual improvement.

We consult with and enable the participation of workers at relevant levels and functions in matters affecting occupational health and safety.

Employees are encouraged to report hazards, unsafe conditions, incidents, near misses and improvement opportunities. Every employee and contractor has the authority and responsibility to stop or refuse unsafe work where an immediate, serious or uncontrolled OH&S risk is identified, in accordance with WP-PRO-IMS-016-GRP-R00 OH&S Operational Control Procedure.

5. PEOPLE, COMPETENCE AND RESPONSIBILITY

The effectiveness of our Integrated Management System depends on competent, informed and engaged people. We provide appropriate training, instruction and awareness to ensure that persons working for or on behalf of WELL PACK understand their responsibilities and their contribution to quality, environmental and occupational health and safety performance.

We promote cooperation, respect, open communication and active participation in improvement activities. Managers at all levels are responsible for supporting the implementation of this Policy within their areas of responsibility, while every employee and contractor is expected to comply with applicable IMS requirements.

6. COMPLIANCE, RISK AND RESPONSIBLE BUSINESS

We identify and fulfil applicable legal and regulatory requirements, contractual and customer requirements, environmental compliance obligations and other requirements to which WELL PACK Group subscribes.

Risks and opportunities relating to quality, environmental performance, occupational health and safety and business processes are identified and addressed as part of planning and operational management.

We conduct our activities ethically, transparently and responsibly and expect appropriate standards of conduct and compliance from suppliers, contractors and other business partners working on our behalf.

7. OBJECTIVES, PERFORMANCE AND CONTINUAL IMPROVEMENT

This Policy provides the framework for establishing, reviewing and monitoring measurable Integrated Management System objectives.

We monitor relevant performance indicators, evaluate compliance, conduct audits, investigate nonconformities and incidents, implement corrective actions and review the performance and effectiveness of the Integrated Management System through management review.

Lessons learned, performance results, employee input, customer feedback, changes in context and identified risks and opportunities are used to support continual improvement. We are committed to continually improving the suitability, adequacy and effectiveness of the Integrated Management System and our quality, environmental and occupational health and safety performance.

8. LEADERSHIP COMMITMENT

Top Management accepts overall responsibility and accountability for the effectiveness of the Integrated Management System and for ensuring that its requirements are integrated into relevant business processes.

Top Management provides appropriate resources, promotes continual improvement and supports managers and employees in contributing to the effectiveness of the IMS.

This Policy is communicated within WELL PACK Group, maintained as documented information, reviewed periodically for continuing suitability and made available to relevant interested parties, as appropriate.



Approved by: **Jaromír Opatrný**, Group Chief Executive Officer, Group CEO

Effective Date: 01 September 2026