

Business Ethics Policy

Background

In a constantly changing economic, regulatory and societal environment, organisations operate in a wide variety of business contexts. They are exposed to increasing ethical, legal and financial risks.

The expectations of customers, partners and authorities regarding transparency, integrity and accountability are particularly high.

Mission

IPEX is a leading provider of IT-driven document management. We process, personalise and send transactional and promotional documents via multi-channel paper and digital solutions. We also produce sophisticated labels to track goods used in the retail sector.

At IPEX, ethics, transparency and accountability are at the heart of how we work. We firmly believe that a sustainable business is built, above all, on trust, integrity and honouring our commitments to our employees, customers and partners. Acting with integrity ensures the credibility and long-term viability of our business.

This Business Ethics Policy provides a framework designed to prevent major risks, ensure consistent behaviour and promote responsible and sustainable business practices.

General principles and scope of the policy

IPEX's commitments are based on seven fundamental principles covered by this policy:

- Professional excellence and integrity

We strive for excellence in everything we do, both in terms of the quality of our services and the rigour of our professional conduct.

- Protecting IPEX's interests and reputation

We protect IPEX's interests by safeguarding its reputation, which is built on trust, transparency and compliance with the rules.

- Responsible relationships with clients and partners



We respect and serve our clients with integrity, providing honest and reliable service. We ensure clear and sincere communication, whilst guaranteeing the confidentiality of the information exchanged.

- Regulatory compliance and risk prevention

We strictly comply with the national and European legislation applicable to our activities, in particular that relating to the fight against corruption, fraud, money laundering and data protection.

- Zero tolerance for unethical behaviour

Our business practices are based on honesty, fairness and a total rejection of any form of corruption, embezzlement or manipulation.

- Individual and collective responsibility

We expect all our employees, suppliers and partners to act with integrity and to contribute, through their behaviour, to strengthening the culture of integrity that characterises IPEX.

- Sanctions

Compliance with this business ethics policy is an essential requirement. Any breach constitutes a violation that may expose the company to legal, financial and reputational risks, and may result in disciplinary measures commensurate with the seriousness of the breach and the individual's responsibility, ranging from a warning to dismissal. Sanctions are applied in accordance with the principles of fairness, transparency and respect for the rights of every individual. Where the facts concern a supplier, a service provider or any other party acting on our behalf, we may terminate the contractual relationship. Any act constituting a criminal offence will be reported to the relevant authorities.

For each of these pillars, IPEX aims to:

- Identify and assess the impacts and risks associated with IPEX's activities through a risk analysis;
- Implement the necessary measures to manage and reduce these impacts;
- Set quantifiable and measurable targets;
- Monitor progress and performance on a regular basis;
- Commit to a process of continuous improvement.

The governance, dissemination and transparency arrangements for this policy are as follows:

- An annual review, at a minimum, by the Executive Committee to take account of regulatory changes and best practice in business ethics;
- Regular monitoring of progress against the commitments and targets set by the Executive Committee (at least once a year);

- Internal dissemination via our intranet, ensuring permanent access to the current version and raising staff awareness;
- External communication upon request from any interested stakeholder.
- The contact details of the Data Protection Officer (DPO) — dpo@ipexgroup.com — and the Chief Information Security Officer (CISO) — ciso@ipexgroup.com — are provided for any queries regarding personal data or GDPR incidents, and concerning IT security or security incidents.

The policy applies to all IPEX companies and employees: members of the Executive Committee, salaried staff, external service providers, temporary workers, students, as well as any person required to work on IPEX premises or in connection with its activities, regardless of the workplace concerned (offices, warehouses, remote working, etc.).

Finally, it applies to all of IPEX's activities, processes and operations.