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2024 MANAGEMENT REVIEW MEETING

REVIEW INPUT

- Follow-up actions from previous management review meetings.
- Changes that may affect the Quality Management System
- Customer feedback.
- Employees feedback
- Quality objectives.
- Process performance and product conformity.
- Nonconformities and corrective actions.
- Monitoring and measurement results.
- Audit Results:
  - PJR / 2023 Recertification audit.
  - Internal
  - Customers
- Performance of external providers
- Adequacy of resources
- The Effectiveness of actions taken to address risk and opportunities
- Recommendations for improvement.

FOLLOW UP ACTIONS FROM PREVIOUS MGT REVIEW

- Performance of external providers
  - Create a YTD for external providers for the annual MR - Done
- Caspio platform as improvement for warnings and termination processes Done

CHANGES THAT MAY AFFECT THE QMS

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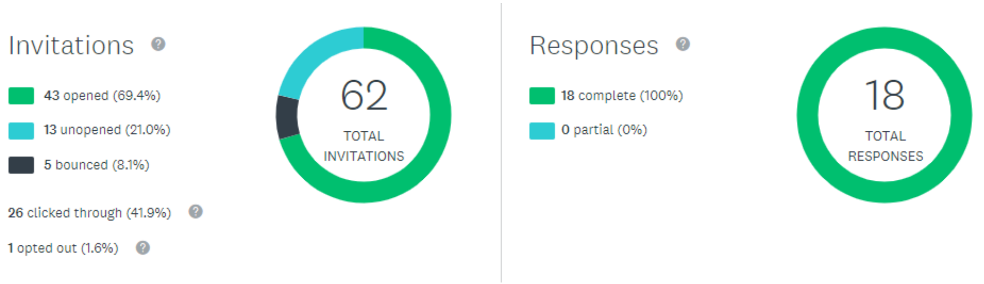
- No Changes affecting the QMS

CUSTOMER FEEDBACK

		2022 RESULTS	2023 RESULTS	2024 RESULTS
Q1	In the past 12 months, have you visited our facility?	3 - Yes 16 - No	0 – Yes 12 – No	5 – Yes 13 – No
Q2	Overall, how would you rate our Customer Service Department?:	86	94	87
Q3	Overall, how would you rate our Quality Department?	88	89	86
Q4	Overall, how would you rate the quality of our products (Printed image, scores-cuts-perforations, Gluing)?	90	89	88
Q5	Overall, how would you rate our Shipping Department?	84	94	82
Q6	Overall, how would you rate Deliveries in terms of being on time?	78	93	**67**
Q7	Overall, how would you rate our Accounting Department?	90	96	91
Q8	How would you rate our on-site support?	81	90	86
Q9	Can you please number the areas based on their importance to your company?	Quality/ Delivery/ Price	Quality/ Price/ Delivery	Quality/ Price/ Delivery
Q10	How likely is it that you would recommend EPPB as a vendor?	38% - Extremely Likely 62% Likely	45% - Extremely Likely 55% Likely	36% - Extremely Likely 64% Likely



18 Customer answered the survey

Email	Responded
vkumar@abimarfoods.com	
sam.mcalister@bunzlusa.com	Complete
roxana.carreon@bd.com	Complete
pmesaros@meristempkg.com	Complete
pablo.vargas@sunriseconfections.com	Complete
p-medina@aligntech.com	Complete
michaelw@vanguardpkg.net	Complete
maggie.jivery@bunzlusa.com	Complete
lisa.amstadt@smurfitwestrock.com	Complete
karlaivonne.medellingalarza@rrd.com	Complete
jorgesi@SunriseConfections.com	Complete
jharris@eddypacking.com	Complete
HectorO@MountFranklinFoods.com	Complete
guillermo.dieguez@r3redistribution.com	Complete
FEscalante@mlock.com	Complete
dthomas@meristempkg.com	Complete
darcy.baldwin@bunzlusa.com	Complete
alejandrina.rodriguez@convatec.com	Complete

EMPLOYEES FEEDBACK

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- Employee survey for 2024 was done in July and September with a 200 employees' participation
- All departments decrease their rate vs 2023.
- Graphs are posted next to the lockers

	CUSTOMER SERVICE	PRE -PRESS	DIE SHOP	QC	ACCOUNTING	UPPER MANAGEMENT
2020	72	79	81	80	84	75
2021	76.5	78.5	81.5	79.5	82	74
2022	77.5	80	82.5	79	83.5	76.5
2023	80	81.5	84	80.5	85	83.5
2024	78 ↓ 2	78 ↓ 3.5	79.5 ↓ 4.5	79 ↓ 1.5	83 ↓ 2	79 ↓ 4.5

EMPLOYEES FEEDBACK

- Main comments related to improve AC/ Fans - 10 mentions
- Improve work environment (communication between all levels) – 10 mentions
- Positive Feedback – 18 mentions

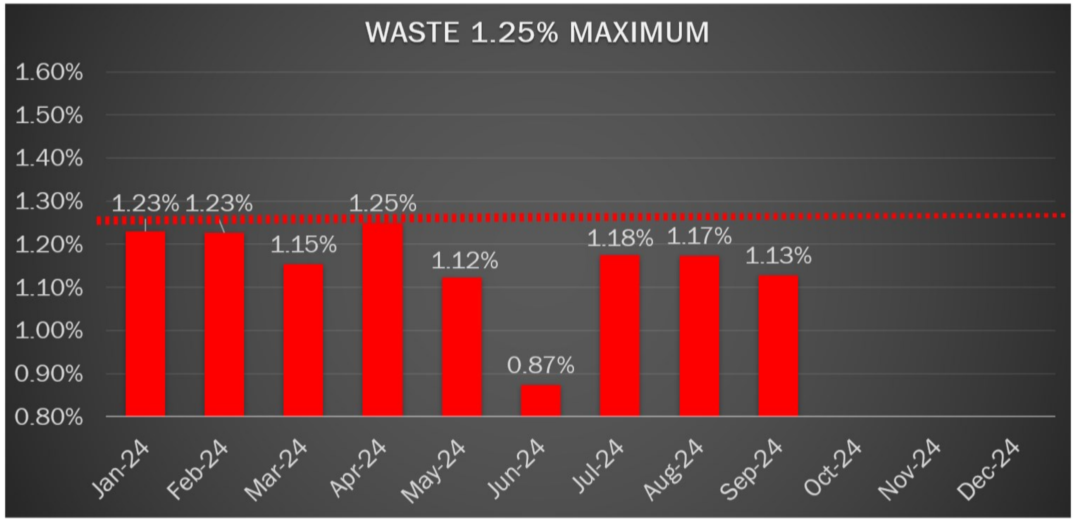
Comments (E)

AC / Fans	10.81%	4
Communication	8.11%	3
English	5.41%	2
Incentives/ Pay	5.41%	2
Parking	2.7%	1
Positive	21.62%	8
Restrooms	2.7%	1
Work Environments	10.81%	4

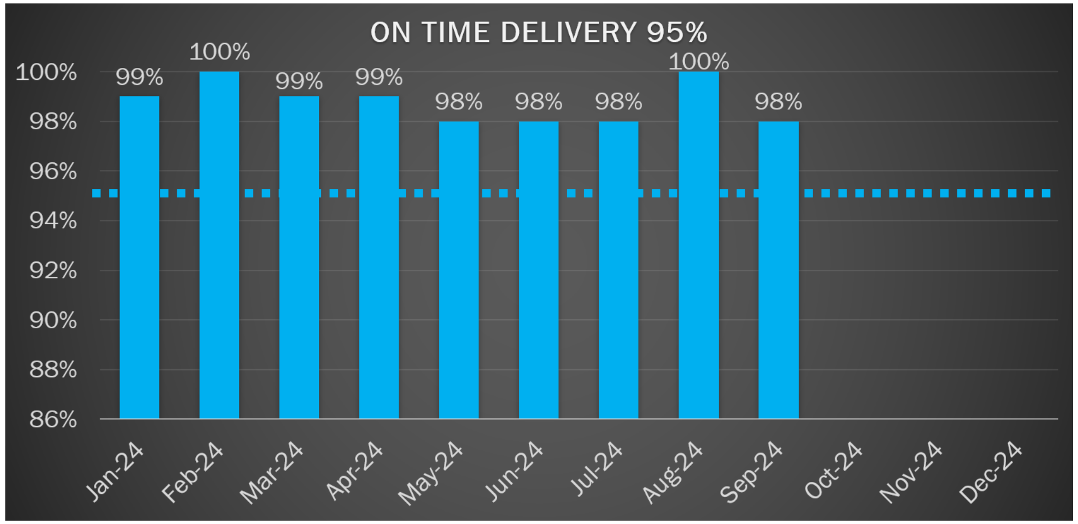
Comments (S)

AC / Fans	10.91%	6
Communication	7.27%	4
Incentives/ Pay	5.45%	3
Parking	7.27%	4
Positive	18.18%	10
Restrooms	3.64%	2
Training	10.91%	6
Work Environment	10.91%	6

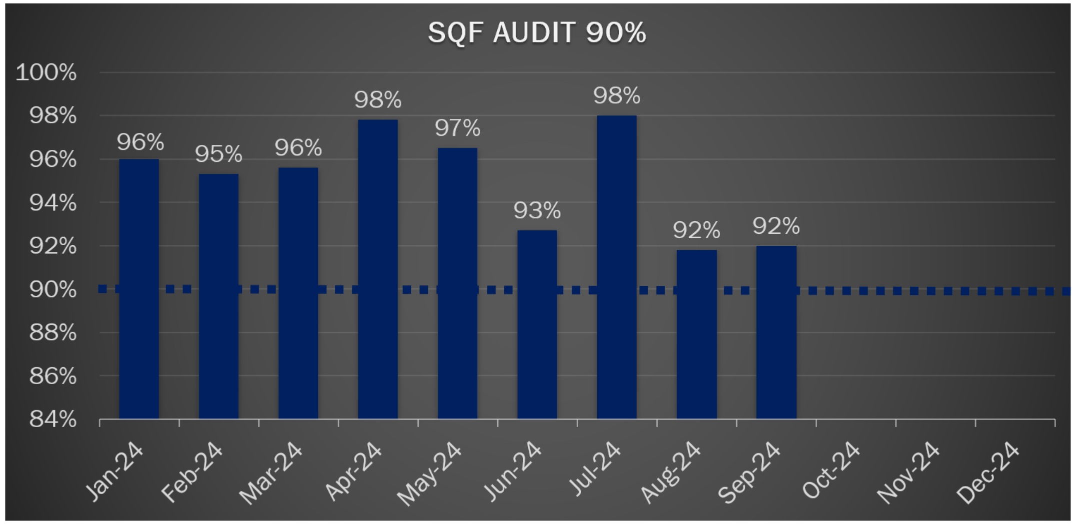
QUALITY OBJECTIVES



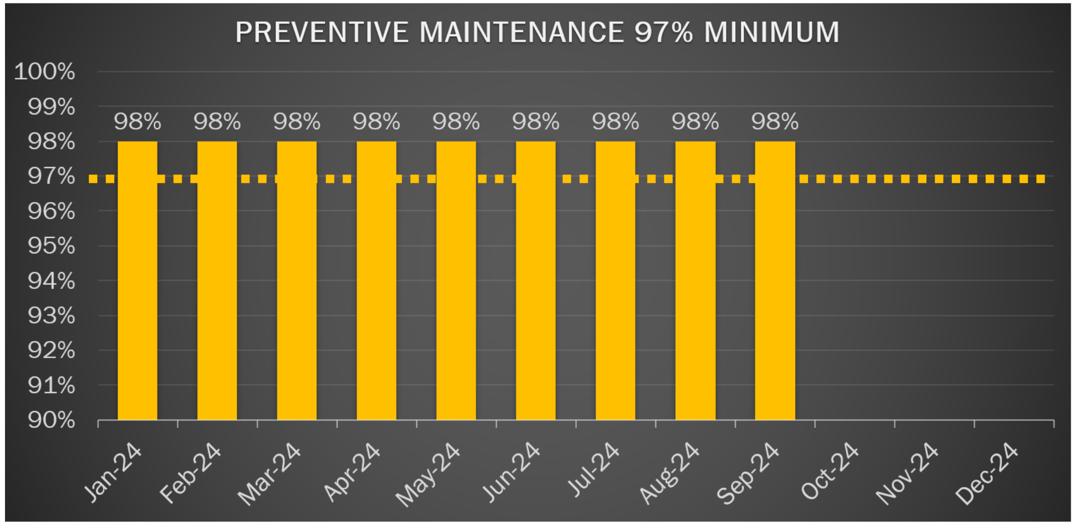
Average: 1.15%



Average: 98.78%



Average: 95.08%



Average: 98%

PROCESS PERFORMANCE AND PRODUCT CONFORMITY

- ❑ **Performance of our processes** is evaluated through our Internal Audits

EL PASO PAPER BOX, INC
REGIONAL LEADER IN THE FOLDING CARTON INDUSTRY
ISO 9001 SQF Certified

REV.: F
DATE: 03/22/2023
OWNER: Quality Manager

D 9.2.1 ISO 9001 / SQF audit calendar

PROCESS		Frequency	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	OFI	MIN	MAJ
Third Party certification	ISO/ SQF Clause (s)		N/A												0	0	0
PLANNING	4.1, 4.2, 4.3, 4.4			12/14											0	0	0
	5.1, 5.2, 5.3			12/19											0	1	0
	6.1, 6.2, 6.3, 6.S			12/28											0	0	0
	7.1, 7.4				1/25										0	0	0
SALES, CUSTOMER SERVICE	8.1, 8.2					2/28									0	0	0
PRE-PRESS, DIE SHOP	8.6						3/28								0	0	0
MANUFACTURING	8.5, 8.6	Yearly						4/29							1	1	0
PURCHASING	8.4								5/27						0	0	0
QUALITY	7.5, 8.7									6/24					1	0	0
WAREHOUSE, RECEIVING & SHIPPING	8.6										7/31				0	1	0
MANAGEMENT REVIEW, INTERNAL AUDITS, CORRECTIVE ACTION, TRAINING, DOCUMENT AND RECORD CONTROL, IMPROVEMENT	7.2, 7.3											8/29			0	0	0
	9.1, 9.2, 9.3												9/30		0	0	0
	10.1, 10.2, 10.3														0	0	0
Good Manufacturing Practices for Production of food Packaging	9.S, 9.S.1, 9.S.2, 9.S.3, 10.S				1/24										0	0	0
Access Door inspections		Monthly	11/22	12/22	1/26	2/23	3/28	4/25	5/24	6/21	7/26	8/28	9/30		0	0	0
SWAB Test		Monthly	PASSED 11/24/23	PASSED 12/19/23	PASSED 1/12/24	PASSED 2/29/24	PASSED 3/27/24	PASSED 4/30/24	PASSED 05/31/24	PASSED 06/24/24	PASSED 07/11/24	PASSED 08/28/24	PASSED 09/30/24		0	0	0
Air Quality Swab Test		Quarter			PASSED 1/12/24			PASSED 4/30/24			PASSED 07/11/24				0	0	0
														TOTAL	2	3	0

SCHEDULED   COMPLETED   RE-SCHEDULED   NOT DONE

PROCESS PERFORMANCE AND PRODUCT CONFORMITY

- **Product conformity** is performed through quality inspections and documented in ERP

  Quality Checklist

Quality Plan

Trait	Proof	Submitted By	Due Date	Approved Date	Approved By	Note	Edit

Quality Checklists

Date	User	Form or Item	Checklist	Status	Note
2017-11-14 19:48:34	vrodriguez	0935480000	Printing-First Piece	Submitted	
2017-11-14 20:28:02	vrodriguez	0935480000	Printing-Sampling	Submitted	load 4
2017-11-15 03:50:55	rgonzalez	0935480000	Cutting-First Piece	Submitted	14076
2017-11-15 06:48:11	eacevedo	0935480000	Cutting-Sampling	Submitted	
2017-11-15 10:31:52	eacevedo	0935480000	Cutting-Sampling	Submitted	
2017-11-15 11:42:58	eacevedo	0935480000	Cutting-Sampling	Submitted	
2017-11-15 12:06:22	eacevedo	0935480000	Cutting-Sampling	Submitted	
2017-11-15 12:57:17	eacevedo	0935480000	Cutting-Sampling	Submitted	
2017-11-15 14:53:59	eacevedo	0935480000	Cutting-Sampling	Submitted	load 13
2017-11-16 06:03:24	quality	0935480000	Finishing-Sampling	Submitted	

QC Check Home |

Checklist Printing-First Piece
Note
Pin 562

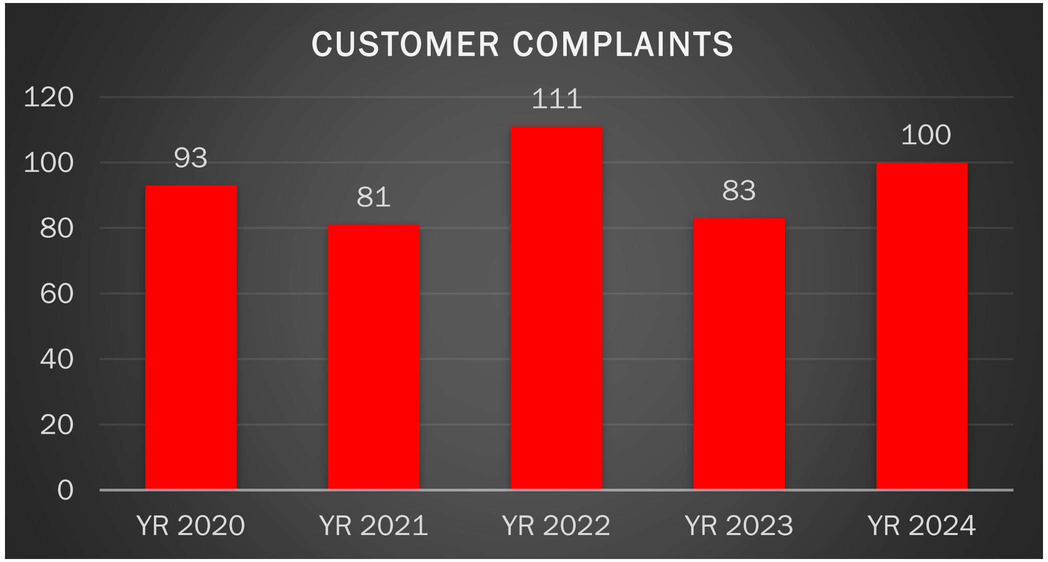
14076
11/14/2017
0935480000
2017-11-14 19:48:34

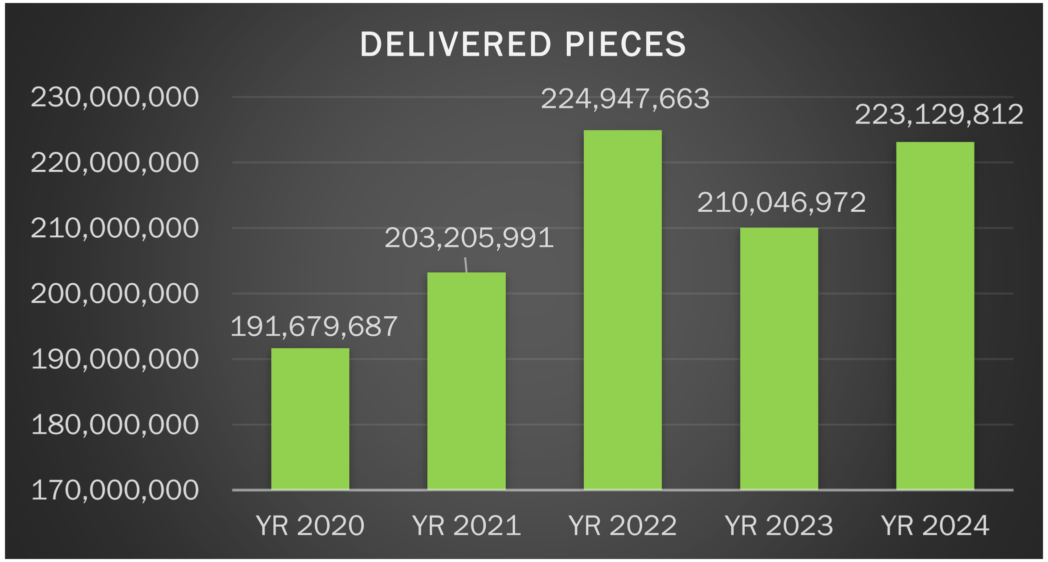
Check Name	
Is Artwork correct? check vs Proof or sample/ ¿Es correcto el arte? Revisa vs proof o muestra	Not Applicable
Is this a two sided printing?/ ¿Se trata de una impresión a dos caras?	One side
Is UPC legible and bar code correct?/ ¿Esta correcto el codigo de barras y legible?	Not Applicable
Verify Uncoated area (if applicable)/ Verificar el área sin varnis (donde aplique)	Uncoated area ok
Check colors vs Std or PMS book/ Compruebe los colores vs Std o libro de PMS.	
Is printed area correct vs Vinyl?/ ¿El área impresa esta correcta Vs vinil?	Yes
Are part numbers correct? (Combo)/ ¿Son los números de parte correctos? (Combo)	Not a combo
Document Mill, Type, caliper, Tag , Dimensions/ Documente Molino, Tipo, calibre, Etiqueta, Dimension	cw 34476 sbs .018
Is grain direction correct?/ ¿Esta correcta la dirección del grano?	Yes
Is Board size correct?/ ¿Es correcto el tamaño del papel?	Yes
Is Operator doing shingles?/ ¿Esta el operador haciendo shingles?	No
Has the Operator signed off the color standard?/ ¿Firmo el Operador el estándar de color?	No color standard given
Is there Color variation, Hickies, scumming?/ ¿Hay variación de color, Hickies, scumming?	No

Add notes/ Agregar notas:

Return to Order

NON- CONFORMITIES & CORRECTIVE ACTIONS



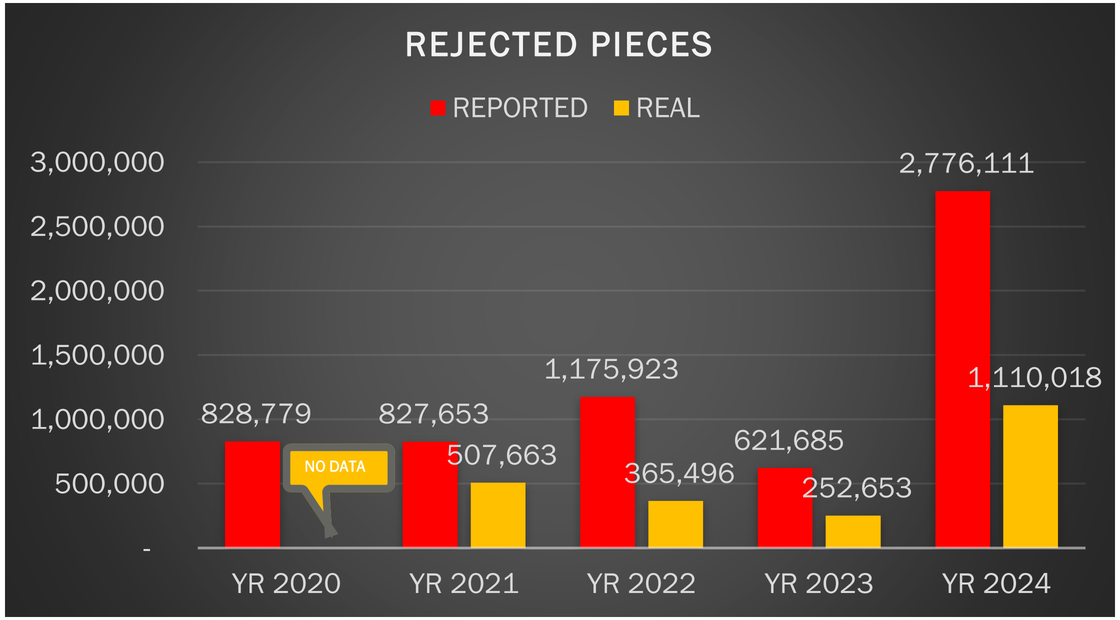


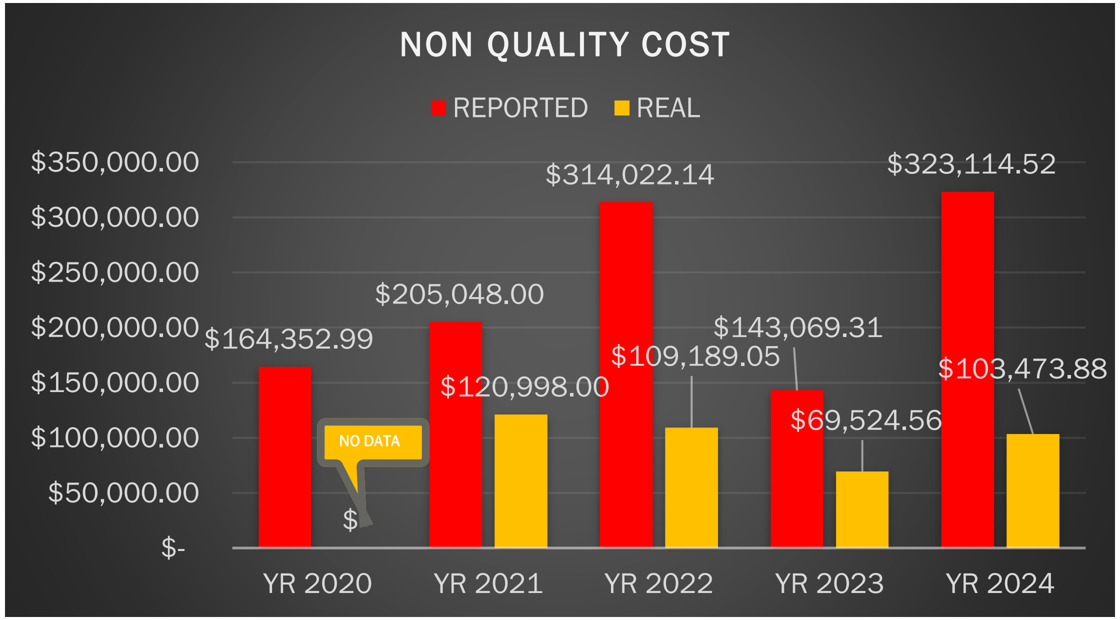
20 % Increase on Customer Complaints so far

2024 FAILURE RATES
Failure Rate of Reported Rejected Pcs : **1.2442%**
Failure Rate of Real Rejected Pcs : **0.4975%**

IF SALES AND DELIVERIES CONTINUE THE TREND, 2024 would be ending with a NEW RECORD!!!

MONITORING AND MEASUREMENT RESULTS





2023 REJECTED PCS : ***252,653***

2024 REJECTED PCS : ***1,110,018***

2023 NON-QUALITY COST: ***$69,524***

2024 NON-QUALITY COST: ***$103,473***

RRD Hickies as The Highest Impact Issue

** 1.4M rejected pieces = $113k USD*

*** 890K pieces rejected after sort = $70k USD*

**** $4k USD as Sort Cost*

***** $39k recovered from paperboard supplier*

Total Impact Cost : $35,130 USD

Total Rejected Pieces: 890,558

MONITORING AND MEASUREMENT RESULTS

El Paso PAPER BOX

2022 DMRs: 10
2023 DMRs: 14
2024 DMRs: 15

INCREASE OF 7%

2022 DMRs: $ 45,304.17
2023 DMRs: $78,416.86
2024 DMRs: $161,967

INCREASE OF 106%

$161,967 USD Recovered in 2024

*$3,217 USD still in process

PJR / 2023 RECERTIFICATION AUDIT

- 2023 Re-Certification audit resulted with **No nonconformities** identified and all applicable ISO 9001:2015 requirements satisfactorily fulfilled.

PERRY JOHNSON REGISTRARS, INC.

Certificate of Registration

Perry Johnson Registrars, Inc., has audited the Quality Management System of:

El Paso Paper Box, Inc.
24 Zane Grey, El Paso, TX 79906 United States

(Hereinafter called the Organization) and hereby declares that Organization is in conformance with:

ISO 9001:2015

This Registration is in respect to the following scope:

Manufacture of Folding Cartons, including Printing, Lamination, Cutting, Windowing, Gluing, and Folding for a Variety of Industries

This Registration is granted subject to the system rules governing the Registration referred to above, and the Organization hereby covenants with the Assessment body duty to observe and comply with the said rules.

Terry Boboige, President
Perry Johnson Registrars, Inc. (PJR)
755 West Big Beaver Road, Suite 1340
Troy, Michigan 48084
(248) 358-3388

The use of the UKAS accreditation symbol is in respect to the activities covered by the Accreditation Certificate Number 0105.
The validity of this certificate is dependent upon ongoing surveillance.

Effective Date:	Expiration Date:	Certificate No.:
December 2, 2020	December 1, 2023	C2020-03908

INTERNAL AUDITS

Date	Process	Findings	Corrective Action	Status
1/25/2024	7.1 People, 7.4 Communication	None	N/A	COMPLETE
2/28/2024	8.1, Operational Planning and Control 8.2 Req. for Products and Services	None	N/A	COMPLETE
3/28/2024	8.6 Pre-Press, Die Shop	None	N/A	COMPLETE
4/29/2024	8.5 Production and Services Provision 8.6 Manufacturing	1 Minor 1 Observation	Remove Moisture testing from W.8.5.1	COMPLETE
5/27/2024	8.4 Control of Externally Provided Processes, Products and Services	None	N/A	COMPLETE
6/24/2024	7.5 Documented information 8.7 Control of Nonconforming Outputs	1 Observation	Update D 7.5.3.1 Master list	COMPLETE
7/31/2024	8.6 Warehouse, Receiving and Shipping	1 Minor	Remove Shipping log form from W.8.6.4.	COMPLETE
8/29/2024	7.2 Competence, 7.3 Awareness, 7.5 Documented Information	None	N/A	COMPLETE
9/30/2024	9.1 Monitoring measurement, 9.2 Internal Audits, 9.3 Management Review	None	N/A	COMPLETE
	10.1 General, 10.2 NC and Corrective Actions, 10.3 Improvement	None	N/A	PENDING

CUSTOMER AUDITS

Date	Process	Findings	Corrective Action	Status
08/10/2024	RRD / ISO 9001:2015	1 Minor	Update WI Shipping	*SATISFACTORY*

PERFORMANCE OF EXTERNAL PROVIDERS

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Supplier Id	Scope	OTD	Ordered	Received	Rejected	Quality
Clampitt Paper	Packaging	107%	2,733,350	2,937,523	-	100%
Multi Plastics Inc	Film	103%	115,265	118,231	9,009	92%
Sun City Printing Ink & Supply	Inks	102%	129,373	132,440	-	100%
Buckeye Business Products, Inc.	Packaging	100%	800	800	-	100%
Diamondback Indutrial Supply	Glue	100%	3,320	3,320	-	100%
RS Hughes Company Inc.	Inks	100%	110	110	-	100%
Southwestern Mill Distributors Inc.	Packaging	100%	30,000	30,000	-	100%
Printers' Service (Prisco)	Coating	99%	128,475	127,404	370	100%
Flutes, Inc.	Flute	99%	286,773	283,595	-	100%
Franklin Mountain Packaging	Packaging	97%	2,553,397	2,486,199	10,485	100%
Dixie Pulp & Paper, Inc.	Rolls	97%	3,560,408	3,447,142	16,189	100%
Roosevelt Paper Company	Rolls	95%	8,272,924	7,895,485	1,248,199	84%
WestRock901	Rolls	95%	39,966,094	37,843,956	-	100%
Zeller+Gmelin Corporation	Inks	94%	10,495	9,817	286	97%
Green Paper	Rolls	91%	7,659,556	6,988,527	395,589	94%
International Paper	Packaging	90%	43,461	39,186	-	100%
West Texas Container	Packaging	90%	16,445	14,765	-	100%
ARO-Packing	Packaging	87%	500,390	434,811	-	100%
Professional Packaging Systems	Packaging	86%	543	468	-	100%
Specialty Adhesives, Inc	Glue	80%	9,140	7,320	-	100%
OK GO Packaging, Inc.	Packaging	65%	68,559	44,238	-	100%
SAPPI North America, Inc.	Rolls	64%	6,122,534	3,931,805	1,000	100%
Perez Trading Company	Rolls	58%	1,396,909	815,396	-	100%
Green Bay Packaging	Packaging	57%	26,900	15,394	-	100%
Sun Packaging USA LLC	Packaging	39%	27,550	10,700	-	100%

CRITERIA

Over 80 ➡ OK

79 to 51 ➡ Attention

50 Under ➡ Critical

All 4 Suppliers, 3 in Yellow and 1 in Red have Safety Stock Agreements with EPPB

ADEQUACY OF RESOURCES

- CUTTING
  - New BOBST 145-3
  - New Electric Pallet Jacks.
- FINISHING
  - Label-Aire
  - Handypack GT
- SHIPPING/ RECEIVING/ WAREHOUSE
  - Bottom Panels for Docks
  - New Levers
  - New Forklift units
- HR
  - HUMAND
- DIE SHOP
  - DIE Milla 2016
  - Surface Grinder
- BUILDING
  - New Fans
  - Alarm System

EFFECTIVENESS OF ACTIONS TAKEN TO ADDRESS RISK AND OPPORTUNITIES

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D 6.1.2 – RISK RATING SCALE & MATRIX

REV.: C
DATE: 08/14/20
OWNER: Quality & HR Mgr.

RISKS RATING SCALE

SEVERITY	LIKELIHOOD	ACTIONS REQUIRED IF:	LAST UPDATE: 11/01/23
1 = No potential for harm or significant effects	1 = Very unlikely	Severity (S)= 5	
2 = Distraction/ Limited effect on production efficiencies	2 = Possible, but not likely	Likelihood (L) = 5	
3 = Negative effect on sales and reputation. / Negative effect on production efficiencies	3 =Quite possible	RPN > 8	
4 = Loss of customers/ significant drop in revenue	4 =Likely		
5 =Death to employees/ business closure	5 =Very likely		

RISKS MATRIX

PROCESS	RISKS	EFFECT	S	L	RPN	ACTIONS PLANNED	S	L	RPN	COMMENTS
PLANNING	▪ In a rush to finish	▪ Incomplete project	3	2	6					
	▪ Inadequate/ Incomplete research	▪ Repair, redo, rearrange resources	3	2	6					
	▪ Lack of a contingency/ emergency Plan	▪ Uncertainty or loss of confidence on management	3	1	3					W 6.1.1 Emergency and Contingency Plan

RISKS MATRIX

PROCESS	RISKS	EFFECT	S	L	RPN	ACTIONS PLANNED	S	L	RPN	COMMENTS
SALES & CUSTOMER SERVICE	▪ Missing sales forecast	▪ Reduction in Cash flow	4	2	8					
	▪ Competitors	▪ Loss of business	4	2	8					
	▪ Late orders	▪ Dissatisfied customers	4	2	8					
	▪ Customer complaints	▪ Dissatisfied customers	3	2	6					
	▪ Missing or wrong job orders	▪ Defective product	2	1	2					
	▪ Unpublished, unscheduled orders	▪ No production, no delivery to customer	3	1	3					

RISKS MATRIX

PROCESS	RISKS	EFFECT	S	L	RPN	ACTIONS PLANNED	S	L	RPN	COMMENTS
PRE-PRESS & DIE SHOP	▪ Missing/ wrong plates	▪ Defective product	2	2	4					
	▪ Wrong art revision	▪ Defective product	2	1	2					
	▪ Late orders	▪ Delay in production	2	1	2					
	▪ Sudden changes to schedule	▪ Disruption of normal process flow	2	4	8					
	▪ Damaged Die set	▪ Defective product	2	2	4					
	▪ Having incorrect sample for Size and Style	▪ Delay on job while investigating correct sample	2	3	6					

EFFECTIVENESS OF ACTIONS TAKEN TO ADDRESS RISK AND OPPORTUNITIES

	D 4.1 - SWOT	REV.: C DATE: 07/31/2023 OWNER: GM & Quality Mgr.

INTERNAL

EXTERNAL

STRENGTHS	WEAKNESSES
▪ Experience in the industry ▪ Willingness to constantly adapt and grow the business ▪ Ability to invest in new equipment ▪ Location near airport and warehouses ▪ Close proximity to 80% of customer base. ▪ Nearly vertical operation, with only board mill not produced in-house. ▪ Robust training program ▪ 401 Retirement plan benefit. ▪ Third party certification standards for processes and products.	▪ Finding qualified employees ▪ Proper training of new hires. ▪ Managing product flow through the plant. ▪ ~~Lack of benefits to attract and retain key personnel (401K, medical insurance)~~ ▪ Accountability of performance by employees.
OPPORTUNITIES	**THREATS**
▪ Becoming a leaner operation ▪ Reducing lead times ▪ Educating and training our employees into cleaner/ sanitized facility. ▪ Promote from within the company ▪ More responsive, better trained customer service. ▪ Basic medical insurance is available, improving benefits to attract and retain key personnel.	▪ A number of local and nearby competitors ▪ An aging-out of supervisors and operators ▪ ~~No succession planning.~~ ▪ ~~No significant training programs.~~ ▪ Wage/ benefits competition from other industries. ▪ Global recession. ▪ Unknown global threats (pandemics)

EFFECTIVENESS OF ACTIONS TAKEN TO ADDRESS RISK AND OPPORTUNITIES

El Paso PAPER BOX

El Paso PAPER BOX	***D 4.2 – INTERESTED PARTIES***	REV.: B DATE: 03/24/2020 OWNER: VP & QA Mgr.

INTERESTED PARTY	REQUIREMENTS	QMS PROCESSES
Customers	▪ Orders delivered complete taken ▪ Products arrived on time ▪ All products specification met	▪ Sales and CS process ▪ Receiving and shipping process ▪ QC inspection process ▪ Production process management
Suppliers	▪ Accurate purchase orders ▪ Timely payment of invoices*	▪ Purchasing process ▪ Accounts payable process*
Employees	▪ Clear instructions and training ▪ Paychecks accurate and on time* ▪ Resolution of grievances* ▪ Evaluation	▪ Training process ▪ Payroll process* ▪ Human Resources process*
Managers	▪ Current information for decision making	▪ Management review process ▪ Reporting on quality objectives ▪ ERP
Owner	▪ Receive favorable return of investment*	▪ Finance process*
Community	▪ Environmental concerns addressed* ▪ Health and safety guidelines compliance*	▪ Local, State and Federal guidelines met* ▪ CDC (Centers for Disease Control and Prevention) ▪ DHS (Department of Homeland Security)
Regulatory bodies	▪ Regulatory compliance*	▪ Listing of applicable regulations* ▪ Regulatory compliance process*
Law enforcement	▪ Compliance with all laws ▪ Reporting of illegal activities*	▪ Human resources process* ▪ EEOC guidelines followed*
Emergency responders	▪ Reporting of dangerous substances* ▪ Planned approach to emergencies*	▪ Emergency response process* ▪ Emergency maps and contact lists* ▪ Off duty access 24/7*
News media	▪ Response to requests for information*	▪ Public relations process*

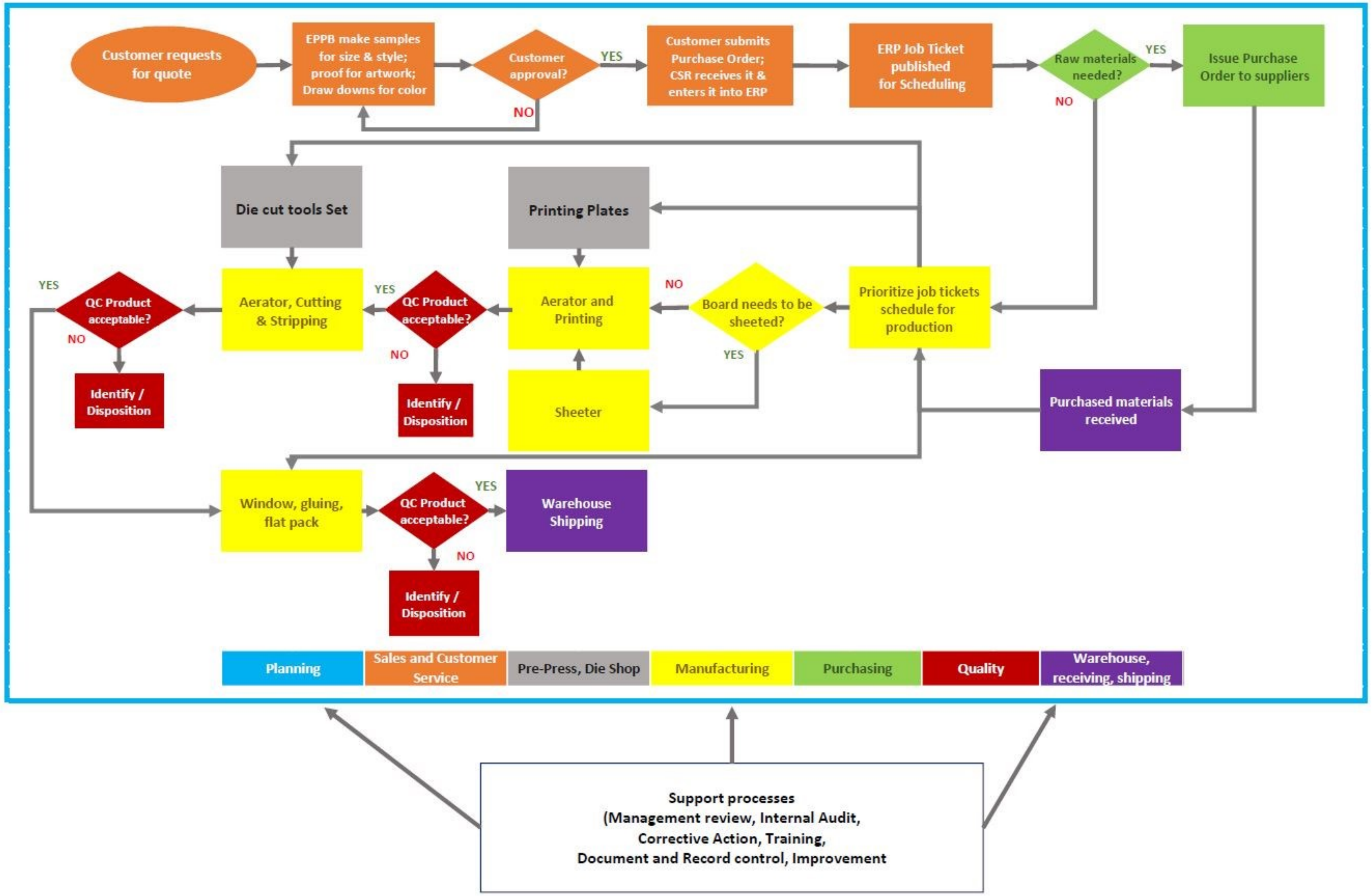
* Requirements not typically addressed within the QMS.

REVIEW OUTPUT

- ❑ Opportunities of Improvement
- ❑ Updates or changes of the QMS
- ❑ Resource Needs.

UPDATES OR CHANGES OF THE QMS

- ❑ Process flow



THANK YOU VERY MUCH FOR YOUR TIME