



SHAPING THE FUTURE OF TECHNICAL TEXTILES

QUALITY POLICY STATEMENT

Baltex designs, manufactures and supplies a wide range of high-performance textiles for a variety of technical markets. Our main objective is to develop Baltex into the leading supplier of sustainable and recycled knitted technical textiles and a leading European supplier of sustainable technical textiles into Aerospace, Healthcare, Military and Medical industries.

Quality is the backbone to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We commit to:

Consistently produce and deliver a range of high performance technical textiles in strict compliance with the customers' requirements that delight our customers and that fully satisfy the end use requirements.

Satisfy all the relevant interested parties by ensuring that their requirements are determined, understood and consistently met.

Achieve ever increasing levels of customer satisfaction through continual improvement in the quality of our products and services.

A key way to achieve this is:

- **By establishing a Quality Management System in accordance with the requirements of ISO 9001:2015 which provides a framework for measuring and improving our performance.**
- **Ensuring all activities of the organization will be carried out in a systematic manner in accordance with defined and documented Policies and Procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs and expectation of Stakeholders are met.**
- **Setting Key performance indicator which will be monitored and reviewed with the aim of making year on year improvement.**
- **Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.**

- **Adopting the risk based approach and implanting the culture of “Getting it right, first time, every time.”**
- **Supporting the company’s manufacturing facilities both in the UK and Poland with all the necessary equipment, resources and training to achieve the required levels of compliance. Focusing on preventative maintenance of equipment to drive production efficiency.**
- **Engaging everybody’s commitment at all levels of our organisation to build the Baltex quality culture. Quality must be the way of life for each member at Baltex.**
- **Strengthening the prospects of W. Ball & Son, Baltex Europe and all its employees through its ISO 9001 quality management system. Quality is the responsibility of everyone and for the ultimate benefit of everyone in the company.**

Signed

Managing Director

Date: 20th Jan 2025

