



## QUALITY POLICY

ČATEKS d.d. is a company specialized in the development, production and sale of special technical fabrics, polyurethane-coated and laminated technical materials, as well as final and ready-made high-quality products. The development of quality products is the key factor for our successful business operations and for the achievement of a competitive advantage in the market; the constant work on improvement is our strategy for the realization of this advantage. The company continuously improves the efficiency of the quality management system by applying the requirements of ISO 9001 and AQAP standards developed in accordance with the quality of NATO alliances.

Customers and their satisfaction are at the center of attention and deserve our energy, passion and respect every day. That requires an approach in which the quality of products must meet their highest requirements. In order to get information about requests, wishes and their satisfaction of doing business with us, the contact with them is uninterrupted. That is why the quality control is an integral part of our company. We do not limit ourselves only to end-product verification, but also implement an effective quality control policy to ensure proper monitoring throughout all the production processes. We control the quality of input raw materials, the quality of products between individual stages of the production process, and perform a complete analysis of finished products according to the prescribed technical, technological, legal and other requirements before the delivery to our customers.

We require from suppliers to have the same approach and constant level of quality, what they confirm with each delivery. We select them according to the criteria that provide us with the quality assurance of our products and the satisfaction of our customers.

Our employees also contribute to the quality, and we strive to provide them the best working conditions, the opportunity for personal and professional growth and development through continuing education and mentoring, because we believe that human capital is the most valuable asset of our company.

In order to maintain the focus on improving all segments of the business, the quality management system is regularly monitored through internal controls as well as external controls by international certification bodies. The quality improvement of all business processes by following global trends and exchanging best business experiences is a constant task of the board of directors and all employees of the company. The company's board of directors will continually and responsibly improve the efficiency of the management system in accordance with the applicable regulations, and will set quality objectives and monitor their implementation and policy compliance.

In Čakovec, 07.09.2022

**President of the company's board of directors**

Matija Bilandžija

A handwritten signature in blue ink, appearing to be 'Matija Bilandžija', is written over the printed name.