



Quality Policy

Ontex is widely recognised as a leading manufacturer of high-quality personal hygiene products, we are the partner of choice for consumers, retailers, lifestyle brands partners, institutional and private healthcare providers globally, we strive to create a positive impact in society and improve people lives.

We use innovation, smart thinking and technology to offer best-value products and never compromise on quality or service. The consumers of our baby, adult and feminine care products know they can rely on us to provide maximum safety, protection and comfort, while retailers and our other partners appreciate our strong marketing and brand support.

From concepts inspired by consumer insights, through research and technology, to production and global logistics, we know what's important to our partners and customers – high performance, matched by first-class service and unbeatable value.

Ontex values represent our core strengths and are a guiding compass towards the realization of our strategy and vision: **P**assion – **R**eliability – **I**ntegrity – **D**rive – **E**veryone

Our Executive Management Committee is committed to maintain a quality culture within the Ontex Group, supported by appropriate systems and processes to drive quality, end to end focus and ensure decision making by putting product quality, patient, consumer, customer requirements and safety first. We are committed to bring hygienic solutions to the marketplace which are affordable and of which performance is at par with global brands and do that faster than anybody else.

Each Ontex employee is accountable for ensuring product quality, patients, consumers and customers safety driving continuous improvement through all processes and actively contribute to achieving our common goals and objectives.

Our common commitment to Quality is to:

1. Keep a clear consumer and customer focus, developing consumer and customer relevant products and material specifications, processes and control plans
2. Maintaining our end to end processes under control:
 - a. Implementing, maintaining and continuously improving an effective Quality Management System according to legal, regulatory requirements and all Internationally recognized standards applicable to our organization securing that our operations, products and services always remain compliant
 - b. Ensuring that all relevant processes are documented, controlled, systematically reviewed, representing the mirror of everything we do and securing our product meet the specified consumer experience
 - c. Allocating resources that have the appropriate education, training and competences to ensure end to end process execution with expectations
3. With a continuous improvement approach,
 - a. Establishing measurable objectives and targets that lead to efficient and profitable business continuously improving our products and processes.
 - b. Understanding and leveraging the consumer and customer needs and trade feedback by incorporating these into our products and services specification from design through production and delivery as well as to continuously improve.

All our employees understand and directly contribute to a successful implementation of this policy through all levels of our organization.

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