

Norafin is an innovative partner that provides sustainable product solutions built on nonwoven fabric technology to help support a safer life.

The primary goal of our quality policy is to ensure the highest level of customer satisfaction. Through its consistent implementation, we aim to sustainably increase the value we create for both our company and our customers.

Our quality policy focuses on the following areas:

- ✓ **Customer Satisfaction**
For us, quality means meeting – and even exceeding – both the stated and unstated expectations of our customers. Customer feedback is an important input that helps us improve. We also actively support our customers in optimizing their products and provide outstanding service and on-time delivery.
- ✓ **Process Optimization**
The effectiveness of our quality management system is ensured through the continuous monitoring of defined metrics. This allows processes to be continuously measured, evaluated, and improved – above all with regard to quality, cost, and the efficient use of raw materials.
- ✓ **Minimizing the Error Rate**
Errors and complaints are continuously analyzed to prevent recurrence.
- ✓ **Product Safety Culture**
We are committed to fostering a strong product safety culture, in which the safety and compliance of our products are ensured through the conscientious actions of every individual employee.
- ✓ **Supplier Development**
We select our suppliers carefully and support them in pursuing our quality objectives. Satisfying our customers requires reliable and consistent suppliers.
- ✓ **Employee Development / Employee Satisfaction**
Employees are qualified for their respective roles and are provided with the resources they need. Responsibilities are clearly defined. Employee training takes place largely on an e-learning platform, which also serves as a knowledge platform.

This quality policy establishes the framework for defining our quality objectives.

We are only satisfied when our customers enjoy working with us – and continue to do so for the long term!

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Date

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