

	ISO 9001 (2015)	Effective
	Clause 5.2 Environmental policy statement	14/09/2026

Quality as a Foundation

Seyntex develops, manufactures and commercialises technical textile products and solutions for customers operating in demanding environments. Our products are expected to perform reliably and consistently in accordance with agreed technical, quality, contractual and regulatory requirements.

For Seyntex, quality means consistently delivering products and services that meet customer requirements, using appropriate materials, technologies and processes, at a competitive cost and within the agreed delivery time. This builds on the definition in our existing Quality Policy.

Quality, however, is more than conformity with specifications. It is also our ability to understand our customers, anticipate risks and changing requirements, prevent problems, continuously improve our processes and develop the capabilities required for the future.

Our ambition is therefore clear:

Seyntex will evolve from a predominantly reactive organisation into a proactive, learning and continuously improving organisation, ready for the challenges and opportunities of 2030.

Our Quality Management System

To support this ambition, Seyntex maintains a Quality Management System in accordance with ISO 9001:2015, complemented, where applicable, by the requirements and principles of AQAP 2110. This continues the foundation established in our existing Quality Policy. The Quality Management System provides the framework through which we define responsibilities, manage processes, control risks, establish objectives, measure performance and continuously improve our organisation. Seyntex is committed to meeting all applicable customer, contractual, statutory and regulatory requirements and to continuously improving the effectiveness of its Quality Management System.

Customer Focus

Our customers and the end users of our products are at the center of our quality approach. We aim to understand not only the requirements explicitly defined by our customers, but also the context in which our products are used and the expectations that influence their performance, reliability and quality.

Customer requirements are therefore systematically analyzed and translated into appropriate product, process and quality requirements before and during project execution. Customer feedback, complaints, project experience and changing expectations are analyzed and communicated throughout the organization. This builds directly on the customer-analysis principles already established within Seyntex.

Culture

Problems will occur in any industrial organization. What defines a strong quality organization is how effectively it learns from them and prevents their recurrence. Seyntex therefore promotes a culture in which deviations, risks and weaknesses are identified and communicated as early as possible.

We will systematically investigate significant quality issues and non-conformities, identify their root causes, implement appropriate corrective actions and verify the effectiveness of those actions. At the same time, our objective is to reduce our dependence on corrective action by strengthening preventive and risk-based thinking throughout the organization.

Quality should be created during product and process development and maintained throughout execution not inspected into the product at the end.

Operational Excellence

Seyntex manages its activities as interconnected processes. Each process must have clear responsibilities, appropriate controls and measurable objectives where relevant. Process owners are expected to understand process performance, identify risks and opportunities, and initiate improvement when performance does not meet expectations. Management will establish and periodically review relevant quality objectives and performance indicators. These objectives will align with Seyntex's strategic direction and, where appropriate, translate into departmental and operational targets.

People

Quality is not the responsibility of the Quality Department alone. Everyone at Seyntex has responsibility for quality. Every employee contributes through the quality of their decisions, actions and work. Employees are therefore expected to follow agreed processes and standards, identify deviations, raise risks and contribute actively to improvement. Seyntex will ensure that employees have the necessary competence, training, information, tools and support to perform their responsibilities effectively. Management encourages employees to participate in improvement activities and to share knowledge and lessons learned across departments. This reinforces Seyntex's existing commitment to quality awareness, employee involvement, and training.

We want an organization in which identifying a potential problem early is considered a positive contribution. Problems should be made visible, understood and solved not hidden or passed to the next process.



Learning and Continuous Improvement

Continuous improvement is fundamental to our Quality Management System and our strategy toward 2030. The knowledge gained must not remain with individual employees or individual projects. Where relevant, lessons learned will be incorporated into specifications, procedures, work instructions, training, product designs and process standards. In this way, individual experience becomes organizational knowledge. Our objective is to prevent recurring problems and continuously strengthen the systems and processes behind our performance.

Suppliers and Partners

The quality and reliability of Seyntex products also depend on the performance of our suppliers and external partners. We therefore expect our suppliers to understand and consistently meet the requirements applicable to the products and services they provide. Seyntex will evaluate and develop supplier performance based on the importance and risk of the supplied product or service. Where appropriate, we will work proactively with suppliers to address quality issues, improve reliability and anticipate future technical and operational requirements.

Technology and Innovation

Being ready for 2030 also requires us to continuously evaluate how new technologies, materials, manufacturing methods, automation and digitalization can strengthen our products and processes. We will use technology and data to improve traceability, process control, decision-making, productivity and the early detection of quality risks.

Management Commitment

As CEO, together with the Seyntex management team, we are responsible for ensuring that this Quality Policy aligns with the company's strategic direction and that the principles of quality management are integrated into our business processes. Quality performance will not be assessed solely by looking backwards at the number of complaints or non-conformities.

We will increasingly ask:

What are the risks ahead? What is the data telling us?

What can we prevent? What have we learned?

And what must we improve today to be stronger tomorrow?

This is the change in mindset required to make Seyntex ready for 2030.

Kristof Claeys

CEO, Seyntex