

QUALITY AND ENVIRONMENTAL POLICY

The activity of **Plus Felt, S.L.** is developed in Tordera street, s/n. 17451 - Sant Feliu de Buixalleu (Girona) being its scope [of the IATF 16949 "production of textile felts, acoustic and thermal insulation"](#) and the scope of the ISO 14001 "[manufacture of acoustic and thermal soundproofing felts](#)". Our aim is to manufacture products and provide a service that meets the expectations and needs of our customers in order to maximize their satisfaction. At the same time, this objective implies the achievement of optimum efficiency of the processes that make up the organization.

In order to fulfill the aforementioned purpose, the Management considers it essential and is committed to carry out the implementation, maintenance and improvement of a Quality and Environmental Management System that integrates and coordinates the actions of all departments and functions with the ultimate goal of satisfying our customers at all times. This commitment includes providing the necessary resources for the operation and improvement of the Quality and Environmental System implemented.

To achieve this goal, it is essential to develop a permanent communication system with the customer and interested parties, in order to know their needs, expectations and level of satisfaction. On the other hand, the Management is committed to comply with and transmit to the whole organization the legal and regulatory requirements applicable to the product and the activity of the organization, as well as to manage the environmental aspects, emergencies and risks.

The Quality and Environment system implemented follows the strict compliance with the IATF 16949 and ISO 14001:2015 standards and adheres to the philosophy of continuous improvement and the life cycle perspective.

Plus Felt is based on a circular economy, our pillars are innovation, renewal, reuse and recycling. Plus Felt tries to innovate with more and more natural and sustainable products, we renew our waste to produce new products, we reuse raw materials that come for example from scraps of pattern fabric and we recycle a large part of the material produced.

In generic terms, the organization's quality and environmental objectives are aligned with the strategic direction and are as follows:

- To optimize the company's profitability through growth and the progressive improvement of process efficiency.
- To build customer loyalty by manufacturing a product that meets defined specifications.
- Minimize the occurrence of internal non-conformities and customer complaints.
- Build and maintain an optimal work environment.
- Comply with the environmental legislation and regulations applicable to our activities, as well as with other commitments that may be established in this regard, striving to continuously improve our environmental performance.
- - Promote an efficient use of available natural resources and continuously intensify our environmental management to obtain improvements in the overall performance of the company, with a life cycle analysis approach.

- - Identify and control the organization's environmental aspects and risks, in such a way that we establish a preventive approach.
- - Train and sensitize the organization's personnel regarding environmental performance, as well as provide the necessary resources for the proper functioning of the environmental system.
- - To obtain the available technical and scientific knowledge and the appropriate practices for the prevention of environmental pollution and the minimization of the environmental impact in all processes and services, trying to achieve the continuous improvement of environmental quality.

Compliance with the objectives is reviewed periodically through follow-up meetings and management review.

In order to ensure that this Policy is understood and applied by all levels of the organization, it is located in a visible place in the company's facilities and on the server. The policy is also posted on the web so that it is accessible to interested parties. Finally, the Quality and Environmental Policy is reviewed annually.

Pedro Moreno
Management