



Quality Policy

ALL 004

Rev. 1

del 05/03/2020

Pantex S.p.A. (whose name comes from the Greek pan - all and tex - textile) was established in Biella in 1972 for the ennobling and marketing of raw materials for the woolen textile industry.

Since the 1970s it has been an active member of the Italian Wool Trade Association and, through Sistema Moda Italia, also of the International Wool Textile Organization.

Quality and experience are in our DNA and thanks to a careful policy of selection and purchase of raw materials on all markets of origin, it provides together with our products in stock service and on long term scheduled deliveries, a high standard of service and assistance to customers from whom it wants to be considered a reliable partner.

Management assumes the responsibility and authority to develop, maintain and improve the Management system for Quality in accordance with the UNI EN ISO 9001:2015 Standard for the following field of application "Production, processing and marketing of wool and allied fibers," ensuring suitable human, instrumental and economic resources.

Pantex S.p.A. is constantly committed to pursuing the satisfaction of its Customers' needs and the continuous improvement of its management system, as well as its products and services, through:

- adapting machinery and equipment to production needs;
- understanding and strengthening the relationship with Customers and other stakeholders, improving their degree of satisfaction through products and performance in line with expectations;
- identifying causes of nonconformity and ensuring quick and effective responses;
- Involving and sensitizing all staff and stakeholders to the sharing of the Policy;
- appropriate use of management software and related training to all business functions;
- improvement of space management and organization;
- improvement of the company's visibility and image;
- adoption of voluntary regulations induced by market needs;
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The Policy is also implemented through compliance with the following principles:

- operating in healthy and safe working conditions;
- complying with all applicable national and EU regulations on environmental and safety at the work;
- continuously improve processes, management systems and consequently performance in favor of Environment, Quality, and Workers' Health and Safety;
- dialogue with all stakeholders in order to make clear and transparent the behavior company in the areas of Environment, Quality, Social Responsibility, Health and Safety;
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At each review, management assesses the suitability of this document, analyzes company data and defines improvement objectives and related process indicators.

Piercarlo Zedda

CEO