



Group Quality Policy

Our Commitment to Business Excellence

At Klöckner Pentaplast (kp), our commitment to quality is unwavering. We strive for flawless, superior products that delight our customers and align with kp's vision: **Sustainable Protection of Everyday Needs**. We are trusted by our customers to deliver perfect quality on time and in full, achieved through the continuous design and evolution of effective processes, as well as the development of superior, innovative, and sustainable products.

Our Business Excellence Mission

To achieve our vision, we pledge to:

- **Comply with all global laws and regulations** governing the quality and safety of our products.
- **Implement and maintain a robust Business Management System (BMS)** that engages our entire value chain, with full commitment from all kp employees, contractors, and suppliers.
- **Found our BMS on ISO 9001 principles**, ensuring perfect quality through intelligent design and strict adherence to well-constructed standards and processes, incorporating continuous customer feedback.

Our Business Excellence Commitments

Customer Focus

We provide product and service excellence with a **customer-centric focus**, ensuring that our solutions exceed expectations and deliver lasting value.

Product Excellence

We develop and deliver **quality products** that meet industry and customer specifications, legal and regulatory compliance requirements, and the needs of other key stakeholders.

Organizational Excellence

We **win through teamwork**, encouraging collaboration across the organization to drive continuous improvement and achieve the highest standards.

Performance Excellence

We **continually maintain and enhance the effectiveness** of all processes and products, utilizing science, technology, and data-driven decision-making to address risks and opportunities and maximize performance and value.

Driving Continuous Improvement

Quality is at the core of everything we do. Through innovation, collaboration, and a relentless pursuit of excellence, kp remains committed to exceeding customer expectations and advancing sustainability in all our operations.



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Revision Date	Document Authorizer	Document Initiator	Revision Details	New Review Date
April 2023	Alan Richards Chief Operations Officer	Philippe Freund Group Director Quality and Operational Risk	Reviewed and remains applicable – no amendments	April 2025
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