



# QUALITY POLICY

**SWM International is committed to implementing a quality management system that will enable continuous improvement in the development, manufacture, sale, and delivery of cost-effective products, providing the highest level of customer satisfaction.**

This is accomplished by setting annual goals specific to each of our production facilities that are aligned with the following corporate and business unit strategic priorities, as communicated by the relevant leadership team member:



## People

### People

- Ensure our employees are safe and engaged at work
- Promote and maximize the recognition of our global talent
- Foster employee motivation and continuous learning
- Cultivate a Lean culture
- Strive to reduce our impact on the planet



## Growth

### Growth

- Prioritize product quality and customer satisfaction
- Reduce our waste by improving the quality at the source
- Drive strategic marketing and business development efforts to enter new markets
- Increase the scope, effectiveness, and speed of innovation delivery
- Grow margins and market share to become the industry partner of choice



## Excellence

### Excellence

- Pursue flawless execution to deliver the plan
- Develop best practices and modernize our operational footprint to sustain and grow our capabilities
- Embed an operational excellence and safety mindset in everything we do
- Leverage our technical expertise and agility
- Expand the digitalization of manufacturing

**SWM International specializes in the production of textile pulp, fine and specialty papers, wrappers and binders, filtration substrates, and reconstituted products for industrial use.**

Katrin Hanske, CEO