



QUALITY POLICY

The intention of CLINITEX s.r.o. is to focus on the requirements of customers, owners, employees, the region, and the continuous improvement and optimization of all processes and activities. The company's efforts are directed toward ensuring that CLINITEX s.r.o. becomes and remains a modern European textile company with consistently high-quality products and services. For these reasons, the company applies a systematic approach to quality in all its processes, in accordance with the requirements of ČSN EN ISO 9001:2016 and ČSN EN ISO 13485 ed.2:2016.

The management of CLINITEX s.r.o. hereby declares the following quality policy within the context of the overall business strategy:

- Management will strive to ensure that the implemented Quality Management System (QMS) is fully oriented toward maintaining and increasing customer satisfaction. Our main goal is a consistent and flexible customer orientation. The foundation of the company's relationships with all business partners is correctness, helpfulness, flexible responses to their requirements, and the simplification of two-way communication by all employees with all business partners in both external and internal company processes.
- CLINITEX s.r.o. will act fairly with its suppliers and will continuously work on improving mutual communication and supplier–customer relationships. The quality of the company's products is the result of the quality of the company as a whole, including the quality and efficiency of cooperation with suppliers.
- Management expects employees to represent the good name of CLINITEX s.r.o. through their approach and behavior, to responsibly fulfill tasks arising from their work activities, and to follow the company's internal regulations. Management is committed to creating conditions that enable employees to improve their professional, technical, and language skills by selecting suitable training.
- Management expects close cooperation among all employees at all organizational levels and across all departments. Every employee's customer is not only the external recipient but also the colleague to whom they hand over their work. Each employee must consistently require their supplier—whether an external party or a colleague—to meet their commitments within the required time and quality. By fulfilling these principles, employees actively contribute to gaining and maintaining customer trust in the reliability and quality of our products and services.

- CLINITEX s.r.o. will continue to rigorously fulfill all legal requirements related to supplied products and services and will adhere to principles of environmentally responsible behavior. The company also commits to complying with the general obligations of manufacturers under Article 10 of EU Regulation 2017/745 to ensure a high level of health protection for patients and users, the benefits of medical devices, and the standardization of quality and safety.
- Management commits to providing all necessary resources—within the company's current financial situation—for the ongoing improvement of QMS processes.
- CLINITEX s.r.o. has adopted the Ethical Code of CLINITEX s.r.o., which all employees are required to follow.
- Based on this policy, management will set medium-term and short-term quality objectives for each calendar year according to the quality formula. The company undertakes to fulfill this policy and the related organizational guidelines.

Ostrava, June 2023



Ing. Petr Bukovski
Company Director