

Ten Textiles UAB provides high-quality and innovative textile solutions for functional garments and technical product applications. Our production site is based in Telšiai, Lithuania and employs 8 people. Our Nordic Office and management team are located in Kimito Island, Finland.

Quality is vital to our business because we value our customers and care for the safety and comfort of their customers. As a supplier of rib and terry knits utilised in workwear, military wear, protective wear, activity/sportswear and technical product applications, the quality of our customers depends on us. We strive to provide our customers with reliable, durable, safe and comfortable textile solutions that meet and even exceed their expectations so that they can excel at what they do.

We are committed to continuous improvement and have established an in-house Quality Management System that provides us with a framework for measuring and improving our performance. The quality system incorporates parts of globally recognized systems and client-specific quality requirements. We continually review and improve the quality system to ensure its effectiveness in helping us achieve our objectives, which are also reviewed on a regular basis to guarantee consistency with this policy.

Ten Textiles is owned and operated by a close-knit family with a passion for and commitment to the industry. We build and maintain close relationships with customers, suppliers and personnel through shared values and principles, open and effective communication as well as commitment. We are devoted to achieving a supportive working environment, which, based on trust, respect, and co-operation, encourages innovation, productivity and teamwork in a safe and rewarding atmosphere.

To support us in our aim for total customer satisfaction and continuous improvement throughout our business, we have the following principles and procedures in place:

Customers

- Identifying and understanding our customers' requirements and ensuring that we can meet them
- Learning who our customers' customers are
- Maintaining a good working relationship with existing customers
- Offering customisable solutions and co-creating with our customers to tailor our products to their precise needs
- New customer management

- Encouraging customer feedback to help us improve our performance
- Regular monitoring of customer feedback
- A customer complaints procedure

Personnel

- Employing and retaining a skilled workforce who share the vision and values of Ten Textiles
- Providing a safe working environment for everyone
- Training and development opportunities for employees to ensure that they have the relevant skills to fulfil their responsibilities
- Engaging with employees to obtain feedback to help identify opportunities for improvement and increasing awareness of main quality problems
- Assigned responsibilities and regular reporting
- Maintaining close relationships through open and effective communication, regular meetings and visits to the production site

Performance

- Maintaining a high-quality rib by expertise in knitting without using elastane in the construction
- Establishing and maintaining robust processes for manufacturing, assembly, distribution and delivery to guarantee they are performed effectively and safely
- Ensuring that qualified manufacturing equipment is available and maintained
- Tracking Key Performance Indicators (KPIs)
- Management reviews of audit results, customer feedback and complaints
- Identifying and pro-actively managing risks to secure continuous operations in a changing business environment
- Guaranteeing that no harmful substances can be found in our fabrics by testing and certifying for OEKO-TEX® Standard 100
- Ensuring the safety of our meta-aramid/antistatic FR rib-fabric range by using inherent fibres instead of coating as well as testing and certifying for all standards of Flame Retardant, Electric Arc and Antistatic (EN ISO 11612, EN ISO 11611, EN ISO 14116, EN469, EN469/A1, IEC 61482-2, EN1149-5, ASTM D6413)
- Guaranteeing the effectiveness of high-visibility clothing by complying with the standards of EN ISO 20471:2013 and EN ISO 20471:2013/A1:2016 and testing the colour fastness of our fabrics to rubbing, perspiration, washing and dry cleaning

Suppliers

- Selecting the best suppliers based on capability, performance, location, commitment to quality and valid certifications
- Only collaborating with yarn suppliers who are OEKO-TEX® Standard 100-certified
- Developing a strong, long-term and mutually beneficial relationship
- Defining precise quality requirements
- Re-evaluation at regular intervals to ensure consistency

The Quality Policy principles and objectives are communicated and available to staff at all times. The Policy is also available to customers and suppliers upon request.

Although the Chief Executive Officer has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of Ten Textiles.

Date of last review and approval: 17.4.2023

Date of next review: October 2023

A handwritten signature in blue ink, appearing to be "Fredrik Koivula", written over a horizontal line.

Fredrik Koivula
Chief Executive Officer
Ten Textiles | Nordic Office