
POLICY STATEMENT

Scabro B.V. delivers high-quality composite materials and solutions for high-tech applications. By combining in-depth expertise, craftsmanship and flexibility, we support our clients in realizing reliable and future-proof composite applications. We strive for continuous improvement in quality, processes, and sustainability, while complying with applicable standards, laws and regulations and customer expectations.

Mission

Scabro B.V. is the guide for high-tech manufacturing companies in complex composite challenges.

We support clients in the Benelux to navigating material choices and applications by sharing knowledge, thinking ahead and proactively providing advise, enabling them to achieve reliable, efficient and future-proof solution.

Built on trust and partnership, we focus on long term partnerships, in which quality and solution-oriented thinking are at the core.

Vision

Scabro B.V. believes in the manufacturing industry where the best and most sustainable composite solutions are the standard.

We envision a future in which high-quality and sustainable materials contribute to improved performance, reduced failure costs and a sustainable impact.

Through knowledge, collaboration and innovation Scabro helps bring this future closer together with clients and partners across the composite value chain.

Core principles

Both Scabro B.V. and Scabro Innovations B.V. maintain clearly defined quality requirements to ensure the delivery of professional, reliable and performance-driven products and materials. The core principles include:

- **Innovation:** We continuously seek new insights and possibilities to improve both our organisation and our products.
- **Loyalty:** As an organisation, we stand by our employees and clients, and are committed to building stable, long-term partnerships.
- **Personalized approach:** We produce and deliver products and materials that are tailored to the specific needs, preferences and capabilities of each client.
- **Professional conduct:** We treat our clients and employees with respect and integrity, regardless of their role or background.
- **Timely and clear communication:** We communicate facts accurately and openly and do not conceal challenges, ensuring our clients have full insight into the current situation.

Continuous improvement

At Scabro B.V. and Scabro Innovations B.V., quality is one of our biggest priorities. To support this, we continuously improve, secure and optimize our business operations. To ensure a structured and efficient method, we have set up a management system that meets the ISO 9001 standards.

Our quality statement defines general objectives concerning quality. As previously stated, continuous improvement is one of the core tenets of our company. We achieve this through:

- Developing an organization-wide policy
- Communicating the policy throughout the organization
- Fostering a quality-orientated culture among employees
- Motivate employees to actively participate in improvement initiatives
- Facilitate training and education for employees
- Holding regular meetings with clients to review product and service requirements
- Continuously improving customer satisfaction
- Complying with applicable laws and regulations
- Maintain a quality management system in accordance with the ISO 9001:2015 norm.

Improvements to our internal processes are identified through risk management, internal project evaluations, customer satisfaction analyses and internal audits. By analysing the information and implementing appropriate actions, we ensure continuous improvement in accordance with the Plan-Do- Check-Act cycle (PDCA-cycle).

To implement the above objectives and further develop our quality management system, we have defined the following goals for 2026:

- By the end of Q1, the improvement register will be established and implemented across the organization.
- By the end of Q1, the quality management system will be fully implemented and integrated within the organization.
- By the end of Q2, customer feedback will be collected, assessed, and documented, and up to three identified systematic improvements, representing no more than 50% of these opportunities, will be implemented where applicable. All remaining feedback will be retained in the feedback register and reviewed during subsequent evaluation cycles.
- By the end of Q3, an ERP system will be implemented and have fully digitalized documentation across the core processes.
- By the end of Q4, a new company website will be developed and launched, including user login functionality.

The effectiveness of these objectives will be evaluated annually during the management review. Based on the results, the quality policy will be reviewed and updated for the following year.

Scope

The scope of our management system is stated as:
Scabro B.V. purchases, stores and distributes composite materials.