INSTITUTIONAL POLICY

The Royal Tapestry Factory was founded in 1721 and has more than 300 years' experience in the restoration of carpets, tapestries, banners and other textiles.

Every day endeavour to be the best in our field in the manufacturing of historic and quality tapestries. To do that, we base our work on the following pillars:

- The satisfaction of our customers and stakeholders.
- The continuous improvement of our service and, therefore, our professionalism and the expertise of every one of our employees including improvement to our quality management system.
- The protection of the environment, including prevention of pollution, within the context of our organisation.
- Compliance with legally applicable requirements.

The Management of **The Royal Tapestry Factory** have implemented a Quality Management Systems in accordance with standard ISO 9001:2015 and have successfully provided the necessary resources to achieve their business objectives successfully :

Quality of service

- From its very beginnings, the Royal Factory fulfils a fundamental function of the conservation of Spanish and international textile heritage, participating activity in techniques and procedures for the restoration of historic textiles.

Culture of the Institution

- In terms of manufacturing, the factory produces carpets, tapestries and banners using entirely manual processes, conserving the Spanish textile tradition and fostering the transition to high quality and 100% sustainable production.

Information Security

- The Royal Tapestry Factory meets all applicable legal requirements, including those relating to the confidentiality of the data we process.

Workplace Health and Safety.

- We protect the health and safety of workers and we make **the Royal Tapestry Factory** a safe place to work.

Drafted and approved by:

Alejandro Klecker

Managing Director **ROYAL TAPESTRY FACTORY**

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