



DIBELLA

Textiles. Trust. Together

Our Philosophy

We provide top quality at a fair and readily understandable price

We aim to offer our customers functional and high-quality hospitality textiles providing reasonable value for money. The durability of our products („longlife textiles“) enshrined in our mission statement is the standard by which we measure the quality of our services for our customers. We are committed to the continuous improvement of our management system in accordance with ISO 9001 and 14001.

The customer is at the core of everything we do

We strive for the greatest possible customer satisfaction by offering perfect quality and first-class service. We develop individual solutions addressing the customer's specific requirements and utilise our many years of experience in the customer's best interests. We undertake to align our products to our customers' requirements. Our infrastructure and all our processes are oriented to meeting our customers' wishes.

We respect our suppliers and competitors

We aim for continuous improvements in our supply chain. We evaluate all our suppliers in accordance with the quality, environmental and sustainability criteria defined by ISO (9001, 14001, 26000). We view them as partners in performing joint tasks. We are open and fair in our relations with our competitors.

We pay full attention to the needs of our employees

Quality can only be achieved if management and all our employees are actively and fully committed to the company. We motivate our employees by encouraging new ideas and keeping them regularly and comprehensively informed of quality and sustainability aspects.

We encourage our employees to show initiative.

We encourage our employees in their commitment to achieving our company's goals. Their day-to-day conduct is characterised by high reliability, flexibility, creativity and their willingness to undergo additional training at all times. Our employees can rely on each other just as they can rely on their employer. They are fully responsible for their own activities at all times.





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We assume social responsibility and act sustainably

Dibella is committed to its corporate responsibility and to the sustainable orientation of its business activities along the entire supply chain. We consider the economic, ecological and social consequences of our activities carefully. This expressly includes protection of the environment, the minimisation of climate change and the sparing use of natural resources. We exercise our responsibility for sustainable activity in our relations with our customers, producers, suppliers and employees as well as towards the environment and society as a whole. Special attention is given to vulnerable groups in the supply chain, such as children, women and refugees.

Our strict procurement policy includes measures and offers solutions to minimize potential risks, such as sourcing of cotton fibers, chemical management, payment of living wages, CO₂ emissions, and child labor in the supply chain.

Dibella promotes access to effective grievance mechanisms for employees of our suppliers. It is a core concern of ours to offer employees the possibility to contact us directly in case of any complaints. Ms. Michaela Gnass, Mail: gnass@dibella.de, Phone: +49 (0) 2871 2198-63 is available as a contact person.

We document our commitment in the form of certificates and seals

Dibella is generally committed to complying with legal and other binding obligations such as internationally recognised frameworks (e.g. UN Human Rights Charter, ILO Core Labour Standards, OECD Guidelines, ZDHC, voluntary commitments from organisational and industry standards, contractual relationships, agreements with community groups or non-governmental organisations, and association memberships). We act transparently and express our commitment through our membership in many different organisations. Dibella is Green Button certified, whose foundations for corporate due diligence are the UN Guiding Principles. We voluntarily publish an annual sustainability report.

With the goals that we have formulated, our philosophy, our mission statement and the specific measures that we take each day, we improve our integrated management system and sustainable activity.

Aalten, May 20th 2025

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