

BTM Group Global - Quality Policy

Purpose

BTM Group Global (BTM) is committed to supplying safe, compliant and reliable safety footwear through controlled third-party manufacturing, robust supplier management and disciplined global distribution practices.

Policy Statement

BTM will ensure that all safety footwear products are designed, manufactured, tested, inspected, labelled, packaged, stored and distributed to meet applicable customer requirements, contractual specifications, certification requirements and market regulations. Quality is the responsibility of BTM, its approved manufacturing partners, suppliers, agents and distribution partners.

Quality Control Standards

BTM drives a systematic quality assurance and quality control process across product development, supplier approval, material sourcing, production, final inspection and shipment release. This includes prototype review, material verification, in-process inspection, performance testing, pre-shipment inspection and container loading checks.

- Products must meet applicable safety footwear standards and market requirements, including relevant PPE, protective footwear and occupational footwear requirements for the destination market.
- Critical safety features such as toe protection, puncture resistance, slip resistance, electrical properties, outsole bonding, upper durability, water resistance, oil resistance and labelling accuracy must be verified against approved specifications.
- Defects, non-conformances and deviations must be recorded, investigated and corrected before release to customers wherever practicable.

Third-Party Manufacturer and Supplier Compliance

BTM will only use approved third-party manufacturers and suppliers that can demonstrate suitable capability, ethical conduct, quality controls, product traceability and compliance with applicable laws and standards.

- Manufacturers and key material suppliers must be assessed through qualification checks, audits, certifications, sample approvals, production trials or performance history.
- Suppliers must follow BTM specifications, approved materials, approved construction methods and agreed inspection requirements.
- Unauthorised material substitution, process changes, factory changes, component changes or labelling changes are not permitted without written approval from BTM.
- BTM expects suppliers to maintain responsible labour, health and safety, environmental and business integrity practices.

Sustainability and Responsible Sourcing

BTM is committed to reducing quality, safety and environmental risks across its supply chain. Where commercially and technically feasible, BTM will encourage responsible material selection, waste reduction, efficient packaging, compliant chemical management and responsible resource use by manufacturing partners.

Warranty and Customer Assurance

BTM stands behind the quality of its safety footwear and will respond promptly to product quality concerns, customer complaints, warranty claims and safety-related issues. Manufacturing defects, product failures or suspected safety risks will be assessed and managed through the appropriate corrective action, replacement, credit, refund, repair, withdrawal or recall process.

Traceability and Records

BTM will maintain appropriate records to support product traceability and quality assurance, including approved specifications, supplier approvals, purchase orders, production records, batch details, test reports, inspection reports, shipment records, customer destinations, complaints, corrective actions and recall records where applicable.

Continuous Improvement

BTM is committed to continually improving its quality management practices through supplier performance review, complaint analysis, audit findings, product testing, market feedback, root cause analysis, corrective and preventive actions, and lessons learned from quality escapes or recalls.

Responsibilities

- BTM management is responsible for establishing quality expectations, approving suppliers, allocating resources and reviewing quality performance.
- Quality, sourcing and product teams are responsible for specification control, supplier qualification, inspection coordination, non-conformance management and corrective action follow-up.
- Third-party manufacturers are responsible for producing footwear in accordance with approved specifications, applicable standards, ethical requirements and agreed quality controls.
- Distribution partners are responsible for preserving product condition, maintaining traceability, communicating quality issues promptly and supporting corrective actions where required.

By applying this policy, BTM aims to protect end users, meet customer expectations, maintain compliance in global markets, strengthen supplier accountability and support long-term confidence in the BTM brand.



Matt Goldsworthy

Founder/ CEO

BSIF Compliance

BTM undertakes to supply only safety equipment and/or related services that fully comply with the standards and regulations and claims made relating to those products and/or related services. Where appropriate, BTM will maintain up to date technical files and associated documentation to ensure that regulatory compliance information can be supplied upon request. Where products are sourced from external organisations which hold technical files relating to the products being offered, BTM will request confirmation that these files are current, complete, contain appropriate conformity assessment information and, where relevant, regulatory compliance certificates and will take all necessary steps to confirm the validity of the compliance documentation held by that external supplier in respect of the products being sourced.

Where services are provided related to safety equipment sourced from external organisations, BTM will maintain approval from the manufacturer that the services provided are assessed and approved by the external organisation.