

# Hytex Cares

*Hytex Cares is an comprehensive program developed by Hytex Industries, designed to communicate to our distribution partners both our corporate environmental stewardship policy, but also our commitment to deliver a “Customer First” service experience that is the best in the industry.*

We take great pride in the quality customer service we deliver with each and every transaction. In addition to the product excellence we produce, our Customer First program is a significant benefit to your association with Hytex and provides you with a confidence that your unique distributor needs will be met.

## CUSTOMER FIRST COMMITMENT

Hytex prides itself on being a customer-focused organization at all levels. This shows in our reputation for creating the highest quality woven and non-woven products. We develop contemporary and relevant textile designs that we bring to market with integrity, excellence in service, and care, meeting all our market distribution partners needs.

Customer first commitment is an important part of your relationship with Hytex and ensures the highest quality service and response, providing essential on-demand customer care and support. Our customers are the only focus. We refuse to disappoint.

Other businesses preach customer satisfaction. We go beyond that. We strive for customer elation. Our commitment is to go the extra mile with every customer interaction, without question or compromise.

## GREEN INITIATIVE

As part of the Hytex Cares program, Hytex Industries has created Green initiatives in our ongoing effort to reduce waste and leave a smaller carbon footprint. Hytex has developed ways in which to make more efficient and greener choices in our corporate office and the way we conduct business. In recognizing this opportunity, Hytex joins the ranks of some of the most innovative companies in the world who not only work smarter, but also better, with the focus on environmentally sustainable actions in our methods and behavior.

## STEWARDSHIP POLICY

Hytex involves employees and business partners with the common goal of protecting the planet. We aggressively engage in sustainable corporate practices that conserve natural resources and reduce environmental impact.



Hytex is committed to conducting business in an environmentally sustainable manner that articulates our commitment to conserve natural resources, promote energy efficiency, eliminate waste and educate employees and business partners to seek emerging advancements in the reduction of waste we produce as a means to make a real difference in helping the environment.

## 4 R'S OF HYTEX'S SUSTAINABILITY EFFORTS

**REDUCE** Reducing the amount of waste we produce as a means to helping the environment.

**REUSE** Instead of throwing things away, Hytex finds ways to use them again.

**RECYCLE** In addition to recycling the things we buy, we elect to help the environment by creating products that contain recycled materials.

**RESPECT** The cornerstone of all that we do at Hytex is respect each other—respect the people we do business with—respect the environment by the choices we make.

## EXAMPLE

- ECO-A.R.T. is made from 100% post consumer plastic bottles.
- REPREVE woven from recycled post consumer products

We practice a discipline of *Trash to Energy* policy in our office.

# HYTEX®