

QUALITY POLICY

FLOSLEK Sp. z o.o. is a manufacturer of dermocosmetics, cosmetics designed for comprehensive care for, and protection of the sensitive face and body skin and hair, as well as class I medical devices, biocidal products

The quality policy is the most important factor in the company that affects the processes of design and production of our own brand products and private label products for our Customers. The production process is based on the belief shared by the management and the employees that it is necessary to continuously satisfy the expectations and requirements of our Customers and stakeholders.

Quality and respect for the Customer are of the highest importance; their aim is to provide Consumers with safe products made from top quality active ingredients of plant origin. The safety and quality of our products has been confirmed by in-use and instrumental dermatological tests carried out by specialized independent entities.

Having regard to the satisfaction of our Customers, we undertake to meet the requirements of, and to improve and maintain the efficiency of, the Quality Management System compliant with ISO 9001 and ISO 13485, and the Good Manufacturing Practice (GMP) set forth in the ISO 22716 standard. When implementing our policy, we undertake:

- to ensure that quality and safety will be the priorities for our management and staff;
- to continuously monitor our Customer's needs and level of satisfaction;
- to continuously develop and strive to modernise our production by using new technologies;
- to conduct manufacturing operations in compliance with the current GMP standards so as to guarantee stable quality, reliability, and effectiveness of our products;
- to work in an atmosphere of community and trust, to systematically raise staff qualifications at all levels of professional hierarchy, and to promote awareness of the objectives of this policy;
- to continuously improve the process and increase the innovation of our production;
- to ensure safety of operation for the company, the employees, and our customers during the period of epidemiological emergency;
- to care for natural resources and the environment in line with the principles of the European Green Deal and the Sustainable Supply Chain, translated into a plan referred to as #ekokrokifloslek.

The company's Management undertakes:

- to continuously improve the Quality Management System and improve its efficiency;
- to comply with legal requirements applicable to the manufacture of dermocosmetics, cosmetics, class I medical devices, and biocidal products;
- to comply with the declarations and principles defined in the Code of Ethics of the Polish Union of the Cosmetics Industry dated 8 December 2016, in particular with all regulations applicable to consumer rights and good practices in advertising and marketing;
- to implement the principles of the European Green Deal;
- to implement the provisions and guidelines resulting from the Roadmap that are aimed at increasing the level of digitisation of the company, developing infrastructure in accordance with the principles of Industry 4.0, and ensuring the infrastructure resources needed to achieve the set objectives;
- to care for the environment by consciously using ethically sourced raw materials and packaging, with consideration and respect for the environment, in the quantities necessary to ensure the safety of products, for the benefit of future generations;
- to ensure that the company is organised in such a way as to minimise the risks related to its operation during epidemiological emergencies; and
- to educate and encourage the staff to act in a responsible and thoughtful manner, anticipating the consequences of their decisions, actions, and possible omissions, by building an atmosphere of mutual trust and shared responsibility for the products, the success of the company, and the natural environment.

On behalf of the company's Management and its Employees, we undertake to achieve our quality goals and to improve our Quality Management System compliant with ISO 9001 and ISO 13485, and the GMP at all levels of the company, in compliance with its strategic objectives.

Management Board:

Katarzyna Furmanek

Ewa Flis

Piaseczno, 7.05.2024