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QUALITY POLICY

In line with our vision at IDESCO S.A., we want to be recognised as a leading company in the sector of innovation, development and manufacture of cosmetic products. That is why the present Quality Policy has been established. It will be a fundamental pillar for the introduction and implementation of the Integral Quality Management System (IQMS).

Our priority focus is to achieve the **full satisfaction of all our customers**. To that end, it is essential to prioritise the manufacture of cosmetic products that are effective, innovative and which meet high quality standards.

All this is defined by attending to the individual requirements of each customer and by effectuating the rapid resolution of any incident. For this reason, we create, develop and manufacture cosmetic products to offer integral, customised solutions to our clients. We also consider **our employees and collaborators, as well as all other interested parties**, to be a fundamental factor.


We are also committed to establishing and promoting this policy. To do so, we have our own RDI department focused on knowledge of the sector and of the leading market trends.

Because of all of this, we consider the introduction and implementation of an **Integral Quality Management System** based on the **UNE EN ISO 9001:2015 Quality Management System** and **UNE EN ISO 22716:2008 Good practices in the Manufacture of Cosmetic Products** standards to be of primary importance.

We will achieve the above by:

- ✚ **Informing all the organisation's staff of the content of this Quality Policy, of their roles within the company, and of the contribution of their activities.**
- ✚ **Promoting the culture of continuous improvement and safety to increase the effectiveness and efficiency of our organisation's processes.**
- ✚ **Establishing and revising our mission, vision and values, with this Policy as a basis for determining them. Analysing the degree of compliance with the objectives set as a measure of the effectiveness and improvement of the IQMS.**
- ✚ **Periodically reviewing the setting, risks and opportunities inherent to our operation, and targeting our Policy towards continuous improvement.**

The complement and *raison d'être* of our policy is to be found in the Mission, Vision and Values (Integral solutions, Innovation, Dynamism, Responsibility) professed in our organisation. We describe this below:

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Mission

We work to offer the most effective and innovative solutions with the greatest projection within the cosmetics sector, with our own brand Selvert Thermal or by developing products with third party brands.

Vision

Our objective is to be distinguished for our commitment, trustworthiness and responsibility towards each and every one of our clients and to position ourselves as a European benchmark in the innovation and development of cosmetics within 5 years.

Values

Comprehensive solutions for OEM clients: we offer consulting at all levels, from the initial project to the most complex and effective ideas for implementation, marketing, etc. We always provide the maximum added value possible.

Innovation: Our leading-edge RDI department is constantly studying the market to offer the most effective and innovative formulae and active agents, which help our clients not only to differentiate themselves from the competition but also to minimise their investment costs and offer treatments and products that respond to the real needs of the end customer.

Dynamism: our process is agile and dynamic, without useless bureaucratic steps. In this way, we capitalise on the time of the companies with which we collaborate to increase their competitive potential on the market. We detect world beauty market trends and offer responses to our clients' needs in an agile and dynamic process, increasing their business potential.

Responsibility: we carry out continual effectiveness and safety tests following the strictest standards governed by current European legislation, and that of each of the countries in which we operate. In this way, we guarantee maximum reliability and commitment in the traceability of all the projects we develop, and of all our product lines.

The fulfilment of these directives is, first and foremost, responsibility of Management. Therefore, we are committed to providing our staff with all the technical means and necessary training to fulfil this Policy.

Barcelona, 23 August 2022

Marta Fabregat
Management.