

## Quality Policy

The management of **TRADEGATE TO EUROPE S.L.** in compliance with all Regulations wishes to achieve a leadership position in:

### **Importing and distribution management of cosmetic products.**

For this purpose, assumes the commitment of compliance with applicable customer requirements, legal and/or regulatory, as well as other requirements of which the organization subscribes to, both environmental protection, prevention of damages and deterioration of health, in direct collaboration with AEMPS and other European or International parties.

TradeGate understands the importance of quality and cosmetic products policies, as part of a more global management procedure, attending external and internal aspects of the organization and all interested parties, in their needs, expectations and communication with them. We are committed to preserving and building the value of our equities and the reputation of our Company in every area of the world in which we operate.

TradeGate establishes the following commitments as follows:

- √ Determine and provide the necessary resources to implement and maintain the quality and importing procedures and cosmetic products, using the resources that are most effective.
- √ Provides high quality and reliable products and services to ensure maximum customer satisfaction, meets and maintains customer demands in the fastest and right way as well as all other requirements related to the environment, safety and health hazards.
- √ Comply with all the requirements established in the standards: UNE-EN-ISO 9001:2015 and all other specific regulations for the importation and marketing of cosmetic products related to Reglamento 2009/1223 and subsequent amendments thereto, especially: R.2018/885 and 978 as well as the Real Decreto 85/2018 of February 2018.

We will seek consistency in the performance, composition, and physical appearance of all of our products according to our customers' needs in accordance with optimal distribution planning and maintaining a complete traceability of the process, with constant vigilance and informing the corresponding authorities of any irregularities and serious unwanted effects and/or serious health risk or dangers to it.

- √ Our management system is aimed at satisfying the needs and expectations of the clients, taking into account the prevention and reduction health hazards. We have developed the following guiding principles to achieve our goal of having the highest quality possible in our products, processes, facilities, and business decisions.
- √ Establish annual objectives and indicators for each of the activities, processes and subprocesses that are measurable and consistent with the quality and import cosmetics products policy, and that said policy serves as a reference framework

for planning the different objectives and goals of the system. We will meet consumer expectations by developing formulas, specifications, and processes that allow us to globally manufacture products that are effective, safe, consistent, and comply with all applicable regulations.

- √ Management is oriented towards the management of risks with the reduction, elimination and prevention of deficiencies in quality, and most important, a commitment to the continuous improvement of the system, satisfying the clients' legal and regulatory requirements applicable to the greatest effectiveness.
- √ The effects of the quality and sanitary system of our processes are recorded, evaluated and monitored regularly.
- √ Communicate and make understand the policy of quality and import cosmetic products, to the workers, to all the personnel of TradeGate, as well as to all those external interested parties that may affect them (customers, suppliers, subcontractors, local, regional, national and international administrations, including European Shareholders) We will review, document, and communicate all changes in equipment, formulas, raw materials, facilities, and processes to ensure that the performance, consistency, and safety of our products are not compromised. We recognize change may occur as a result of consumer needs, ongoing regulatory compliance, and to support the efficient delivery of our products to consumers around the world.
- √ Promote the sensitization of all interested parties, both internal and external, in aspects of the sanitary control of the products that we import and market.
- √ Establish a control, monitoring and optimization of the traceability of all products and lots, implementing any necessary corrections and ongoing improvements to maintain a firm vigilance according to National and European standards and regulations.

This policy is documented, implemented and maintained through the manual of Quality and Cosmetic products, environment and safety and health is periodically reviewed within the TradeGate Management Committee.



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