

3.3. QUALITY POLICY (Rev.05)

Caramelos Cerdán is a Customer-oriented company. Since our entry to the confectionery market, we have been identified as a ‘manufacturer of candy and gum that produces with QUALITY’.

It is our intention to continue upholding this image, and enhance it even more.

To that effect, we will try to approach the term QUALITY in the broadest sense, manufacturing safe, legal products that meet our customers’ expectations and providing them with an service that fully satisfies them.

It is not easy to achieve this goal, and above everything it is not an individual task, but a company issue. Therefore, in order to attain the highest QUALITY levels, we will all collaborate with each other by directing our daily work to the following aspects:

The best Customer service, compiling, managing and solving both the suggestions and complaints reported.

Appropriate professional training of each member of the staff, so that the execution of our job complies with the standards of Quality, Food Safety, Occupational Health and Non-active Medical Devices which are required by legislation and our customers.

Monitoring and inspection of the completed work in order to pay attention to the details that affect the product, anticipating the appearance of possible errors and being able to manufacture safe, legal products.

Incorporation of new technologies to continuously improve the Company working system.

Innovations in the Design of our products, having into account all possible feedback sources.

The business’s management commitment to keep all certifications and perform audits within the stipulated periods.

Maintain a work ethic to establish a positive working environment.

Cooperation among the staff in order to find solutions to those problems that may arise: ‘The problem of one person ends up being everyone’s problem’.

Developing and doing our job, so that both the production and management of residues, waste and emissions are done according to environmental care.

With this working procedure, we will achieve that our Customers, competitors, neighbours and, in general everyone who knows us, are satisfied with our way of acting and consider us to be an example when they talk about QUALITY.

Torre-Pacheco, September 10, 2.015.