

CARAMELOS CERDÁN is a customer-oriented company. Since our entry into the candy market, we have been identified as a "candy manufacturer that produces with QUALITY". It is our intention to continue maintaining this image, and even increase it even more.

To do this, we will try to take the term QUALITY to its broadest concept, manufacturing safe, legal and authentic products that meet the expectations of our customers and providing them with service that leaves them truly satisfied.

Achieving these effects is not easy and above all it is not a matter of a single individual, but of the entire organization. For this reason, in order to achieve the highest levels of QUALITY, we will all collaborate, directing our daily work towards the following aspects:

The best attention to our Clients, compiling, managing and solving both the suggestions provided and their claims.

Proper monitoring of all the company's Stakeholders, identifying and satisfying their requirements.

Appropriate and continuous professional training of all personnel so that the performance of the work complies with the requirements of Quality, Food Safety, Environment, Occupational Health and Non-Active Sanitary Products required by legislation and by our clients.

Monitoring and measurement of the work carried out as a measure to prevent possible errors, intentional contamination and fraud in order to manufacture safe, legal and authentic products.

Establish and promote a culture of quality and food safety among workers that helps promote product safety.

Acquisition of the necessary resources and establishment of objectives to achieve continuous improvement of the quality and food safety management system and make it sustainable.

Innovations in the Design of our products taking into account all possible sources of suggestions.

Management's commitment to maintain all certifications and carry out audits within the stipulated deadlines.

Maintain a work ethic to establish a favourable work environment.

Collaboration between staff to solve any problems that may arise: "One person's problem ends up being everyone's problem".

Develop and carry out our work so that both production and management of waste, discharges and emissions are carried out in accordance with care for the environment.

Working in this way, we will ensure that our Clients, our competitors, our neighbours and, in general, all the people who know us are satisfied with our way of acting and consider us as one of their examples when they speak of QUALITY.

Torre-Pacheco, January 13, 2022