

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 a 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 by focusing our daily work to the following aspects:

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

*All the **areas involved** in the company carry out an adequate follow-up, identifying and satisfying their requirements.*

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

*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.*

*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'.*

*To develop and carry out our work on the basis of **sustainable development**, integrating the **prevention of food loss and waste** as a key pillar for **economic growth, social inclusion and environmental protection.***

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, 20th April 2.026