



# QUALITY POLICY

BETASOAP specialises in the production of soap noodles using traditional methods, and in the production of soaps and other cosmetics in bars for institutional and individual customers.

The aim of our quality policy is to continuously improve our products and production process in order to maximise customer satisfaction and strive for a high position in the competitive market. We want to be the best at what we do. Every day, we strive to produce soap in accordance with the highest quality standards and with the implementation of the established policy of sustainable development.

The pillars of our activity are partnership relations and customer orientation, whose good and satisfaction with cooperation are our primary goal. In addition, we strive to continually improve the quality of the products we offer, improve our product range, technological processes, working conditions and management methods.

We achieve our objective by:

- Continuous improvement of manufactured products through research into customer needs and satisfaction, as well as conducting research into the market for soap and other cosmetics in bars, its development trends and current quality trends;
  - Adapting the class of our products to the customer's requirements while ensuring a high level of quality in a given class, conformity with regulations, and safety;
  - Hiring staff with the appropriate qualifications and improving their knowledge and skills through training;
  - Meeting technical, legal and customer requirements, as well as national standards and international;
  - Striving to maximise staff commitment to quality by motivating, training employees in self-monitoring and encouraging them to raise issues and participate in team-based problem solving;
  - Ensuring the highest standards of occupational health and safety and environmental protection through the use of efficient and constantly modernised buildings, machines and other devices and installations;
  - Using supplies from reliable suppliers and ensuring cooperation with suppliers;
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- Providing technical and economic means guaranteeing the achievement of quality objectives;

The quality policy is guaranteed by the implementation and continuous improvement of a quality management system in accordance with the requirements of the PN-EN ISO 9001, PN-EN ISO 22716 and IFS Household and Personal Care standards.

The established *Quality Policy* is known to all BETASOAP employees and they implement it in their daily work. The Company's top management provides resources to achieve the objectives of the *Quality Policy*. Direct supervision of its implementation and execution is exercised by the Quality Assurance Officer.

Update of 02.11.2022

Management Board of Betasoap Sp. z o.o.

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