

**Quality Management System
ISO 9001:2008**

QUALITY POLICY

The highest principle of ERCA WILMAR COSMETIC INGREDIENTS Sp. z o. o. is to efficiently meet our customers' needs by providing them with products and services on agreed and satisfactory level, and to gain new recipients by offering them attractive shopping alternative, based on proper recognition and meeting their needs.

In order to respect the objectives of the above policy, the management highlights the importance of the following processes to be implemented:

- Precise agreement with the recipient of quality and commercial requirements together with a written confirmation of the conditions,
- Strict adherence to the technological regime and laboratory control of the products in their individual phases of production, and completion of final tests confirmed by a quality certificate,
- Admission to the production of only raw materials with approved parameters, based on own laboratory tests or relevant quality certificates from highly rated suppliers,
- Improving cooperation with the customer and comprehensive customer satisfaction evaluation,
- To provide the resources necessary for the effective functioning of the Quality Management System and its continuous improvement,
- Reliable analysis of corrective actions and strong support for preventive actions,
- Consistent raising awareness of all employees that the quality effects of their work are part of the company's image in the eyes of customers,
- Use the know-how experience of other Erca Plants,
- Improving the professional qualifications of employees.

ERCA WILMAR COSMETIC INGREDIENTS Sp. z o. o. management is committed to operate the Company in accordance with the requirements of the implemented Quality Management System, acc to ISO 9001:2008 standards and continuously improving its activities in the areas covered by the Systems.

ERCA WILMAR COSMETIC INGREDIENTS Sp. z o. o. management assures that this quality policy is known and understood at all organizational levels of the Company.

ERCA WILMAR COSMETIC INGREDIENTS Sp. z o. o. management is committed to periodically review this quality policy to continually improve the Quality Management System, keep it up-to-date, and comply with Company developments.