

QUALITY POLICY

AC Marca general policy defines Quality as meeting the needs, safety and expectations of our customers and users of our products. This includes all management aspects necessary to develop our activity.

To achieve a continuous *improvement* in the standards of excellence in this regard, working in well-differentiated stages becomes necessary:

In the product design and engineering:

Reference values and control means for the relevant specifications will always be established.

The product efficiency, ergonomics, resistance to transport, use safety and the necessary and legal content of the information to the consumer are always checked.

The first productions are always verified to validate the production processes and reliability of quality, solving the problems detected.

In the legal compliance

The label or product publicity will not show information leading to expect results higher than verifiable. All legal regulations applicable to the product labelling will be strictly met.

In the relationship with suppliers

The consistency of compliance with the specifications of purchased materials or services will be checked.

Whenever possible, quality contracts will be established with suppliers, so that compliance with the agreed levels and responsibility in the cases of non-compliance can be required.

In the repetitive manufacturing

Constant quality will be checked and causes of repetitive defects studied, opening appropriate processes for the resolution of non-conformities.

Controls or means preventing the launching of products out of the specifications will be implemented.

Sufficient traceability will be ensured to identify productions affected by a quality problem detected after the manufacturing process.

In the production or commercialisation of all products, and particularly cosmetic, sanitary or food products or medicines, the quality and safety

required for this type of products will be ensured as well as the compliance with any regulatory requirement, such as the application of protocols for Good Manufacturing Practices and others.

In the distribution and delivery to the customer

The product quality will regularly be checked in the points of sale.

Compliance with the delivery terms to the customer and other conditions will be measured and controlled, measuring and continuously improving the quality of the service.

The expiry date of products when launched into the market will be checked and verified.

In the after-sales service

Through the consumer service and Customer Service Department, all claims, suggestions or queries will be collected, taking the necessary actions to successfully solve the incidence, channel the transmission of opinions, or advise interlocutors, so that all of them can obtain a positive experience of our service and the quality image of our Brands and Companies strengthened.

Training and personal commitment

Excellence in full quality of our activities, design, production, sales, administration, after-sales service, etc., lies in the capacity and commitment to do every employee's work better every day.

Training with regard to quality for all the staff in our companies should be an activity on which the continuous improvement will be based on.

All the staff in our companies, and in all departments, should participate and be personally committed to the improvement in quality of all aspects of their work.

AC Marca management team undertakes to support the guidelines arising from this Quality Policy and to ensure efficient management of the Quality processes, measure performance and promote the improvement in our Quality culture.

Marcos Fernández García-Marca
AC Marca Chief Executive Officer
L'Hospitalet, 20 October 2017