

**POL 00**

**MANAGEMENT POLICY**

**ON QUALITY AND**

**ENVIRONMENT**

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## MANAGEMENT POLICY ON QUALITY AND ENVIRONMENT

Pink Frogs Cosmetics is a company that has been operating for over 45 years in the field of research, development, filling, and packaging of cosmetic products for third parties.

The company's management firmly believes that "a company's success is ensured only by the loyalty of its customers, and a customer remains loyal only when they are satisfied with their supplier."

It also believes that people's sense of responsibility and their ability to innovate are the keys to achieving this goal.

Based on these principles, Pink Frogs Cosmetics takes into account and is committed to ensuring:

- customer satisfaction through the provision of quality products and services that meet agreed-upon requirements;
- compliance with mandatory product requirements;
- compliance with all mandatory requirements applicable to its activities;
- respect for, sensitivity to, and protection of the environment;
- the continuous improvement of its integrated management system.

Pink Frogs Cosmetics is committed to ensuring customer satisfaction by providing personalized customer service at every stage, tailored to individual needs, and by establishing a system to develop high-quality products that comply with mandatory requirements, while fully interpreting both the explicit and implicit needs of the customer.

Management, which is particularly sensitive to the broader concept of Sustainable Development, pursues a path of continuous improvement in its quality and environmental performance, convinced that this approach not only safeguards customers and the environment but also benefits the company's image, commercial development, economic efficiency, and, in short, the future of the company and its employees.

Management believes that its objectives can be pursued and achieved only through the constant involvement of the entire organization and through commitment at all levels of the company.

In order to ensure the continuous and effective application of the guiding principles and to define a framework for setting its quality and environmental objectives, Pink Frogs Cosmetics has consolidated the implementation of the Integrated Management System, in accordance with the requirements of the UNI EN ISO 9001:2015 Quality Standard, the UNI EN ISO 22716:2008 GMP Standard, and the UNI EN ISO 14001:2015 Environmental Standard.

Through this statement of its corporate policy, Management commits to:

- ensuring full compliance with all applicable regulations governing products and production processes;

- ensuring that the efforts of all company departments are focused on the continuous improvement of processes, in order to provide customers with products that meet their expectations and market demands;
- aim for the standardization and optimization of its processes, in order to ensure competitiveness, timeliness, and the delivery of service levels agreed upon with the customer;
- ensure that each department understands that its activities are part of a sequence of preceding and subsequent processes, meaning that everyone has internal and external suppliers and customers whose satisfaction must be ensured by providing complete information and compliant products;
- make everyone aware of the risks and critical issues associated with every business process, recognizing that each has an impact on the product, the environment, and individuals, and identify actions to reduce risks and seize opportunities;
- distinguish and appropriately handle products with varying degrees of risk to consumer health;
- implement, document, maintain, and keep active over time an Integrated Management System that is effective and continuously improving, ensuring communication and verification through audit activities
- provide the human, technological, structural, and financial resources necessary for the maintenance and development of the EMS, and provide ongoing training to enhance their skills and awareness;
- make every effort—organizational, operational, and technological—to reduce and optimize energy and water consumption and waste generation, promoting energy efficiency and recovery wherever possible;
- maintain controlled and organized waste management in accordance with the provisions for separate collection.

The extent to which established objectives have been achieved, as well as the status and effectiveness of the Integrated Management System's implementation, will be periodically reviewed and monitored during management meetings and reviews.

The Management Policy is communicated to the Company's staff and made available, upon request, to institutions, regulatory bodies, customers, and other interested parties.

This Management Policy is supplemented by the following documents, which aim to clearly outline Pink Frogs Cosmetics' commitments and objectives in each area:

- POL 01 - Environmental Policy
- POL 02 - Social and Human Rights Policy
- POL 03 - Sustainable Procurement Policy
- POL 04 - Health and Safety Policy
- POL 05 - Ethics Policy

The supplementary policies specify the following for each area:

- Commitments and principles
- Roles and responsibilities
- Key actions and practices
- Monitoring and continuous improvement
- Regulatory and documentary references

This Policy was reviewed by Company Management on 06/05/2026 and takes effect as of that date.

The policy is disseminated internally through publication on the company's shared folder and by posting on internal bulletin boards. Furthermore, it will also be made available on the company's website to ensure that customers, partners, and suppliers can consult it.

Any revisions to this policy will be approved by Management and promptly communicated to the relevant internal and external stakeholders.

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