



POL 03

CUSTOMER

HEALTH AND

SAFETY POLICY

REV.	ISSUE DATE	REVISION DESCRIPTION	DRAFTED	VERIFIED	AUTHORIZED TO ISSUE
0	06/05/2026	First issue	 CHIARA PARAVELLI (Sustainability Coordinator)	 MARCO OPPEDISANO (Quality Assurance)	 MARINA DELLA MARCHESINA (General Management)

EXPIRES ON	REVERIFIED AT THE DEADLINE BY	DECISION
04/2034		<input type="checkbox"/> REAPPROVED <input type="checkbox"/> TO BE MODIFIED BY

COPY	
<input checked="" type="checkbox"/> IN CONTROLLED ISSUE	The recipient of this document is required to retain it and return it, upon request of RQA, with any duplicates.
<input type="checkbox"/> NOT SUBJECT TO UPDATE	The recipient of this document has no obligation regarding the retention of the document and its duplicates. It should be noted that, in case of use, the validity status of the document must be checked with RQA.

1. Purpose and Scope

This Policy outlines Pink Frogs Cosmetics' commitments to ensuring that all cosmetic products manufactured meet the highest standards of safety and health protection for end consumers.

This policy applies to all manufacturing, quality control, and packaging activities carried out by Pink Frogs Cosmetics on behalf of its clients, in accordance with applicable regulations and contractual agreements.

Although it does not operate any direct retail outlets, Pink Frogs Cosmetics is committed to collaborating with its clients and partners to ensure the safety and integrity of products intended for the market.

2. Commitments and Principles

Pink Frogs Cosmetics is committed to:

- Ensuring that all cosmetic products are developed, tested, and marketed in compliance with applicable regulations regarding consumer safety and health protection (e.g., Regulation (EC) No. 1223/2009 on cosmetic products).
- Use safe and controlled raw materials, selecting reliable suppliers who comply with quality and safety standards.
- Promote transparency with customers by providing complete and accurate information on ingredients, instructions for use, and any warnings.
- Monitor and promptly address any reports or complaints regarding adverse effects or safety issues.
- Support the ongoing training of sales and technical staff to ensure accurate information and assistance for customers.

3. Roles and Responsibilities

To ensure the effective implementation and compliance with this Policy, Pink Frogs Cosmetics assigns specific roles and responsibilities to the following parties:

- **Management:** ensures the company's commitment to complying with product safety regulations and provides the necessary resources for implementing the policy. It approves procedures and monitors results.
- **Quality Department:** oversees quality control activities and verifies product compliance with safety standards and applicable regulations. Coordinates the management of any non-conformities or reports related to product safety.
- **Regulatory Department:** ensures the continuous alignment of products and labeling with applicable national and international regulations, providing technical and regulatory support throughout all stages of the product lifecycle.

- **Production, Filling, and Packaging Departments:** are responsible for adhering to operating procedures and Good Manufacturing Practices (GMP), ensuring that products are manufactured under conditions that guarantee quality and safety for future users.
- **R&D Department:** ensures that formulations meet quality and safety requirements and that necessary tests are performed prior to commercialization.
- **All employees:** are required to follow company procedures and promptly report any anomalies or potential risks regarding product safety.

Note on Decision-Making Responsibility:

Pink Frogs Cosmetics, as a contract manufacturer, is committed to promptly reporting to the customer any issues or non-conformities identified regarding product health and safety. However, the ultimate responsibility for decisions regarding the handling of such reports and the implementation of any corrective measure rests with the customer.

4. Key actions and practices

Pink Frogs Cosmetics implements a series of measures and operational practices designed to ensure the safety and quality of the products supplied to customers, in compliance with applicable regulatory and contractual standards, as well as in accordance with ISO 22716 certification, which defines Good Manufacturing Practices (GMP) for cosmetic products. The main activities include:

- **Quality Control and Compliance:**
All production batches undergo rigorous quality and safety controls to ensure that the products comply with agreed-upon technical specifications, applicable consumer health and safety regulations, and ISO 22716 guidelines.
- **Non-conformity management:**
Any anomalies or deviations from safety requirements are promptly identified, documented, and communicated to the customer, along with recommendations for risk management and corrective actions.
- **Staff Training:**
Personnel involved in production and quality control receive ongoing training in product safety and good operating practices in accordance with ISO 22716 standards, to ensure the effective application of quality and safety standards.
- **Collaboration with the customer:**
Pink Frogs Cosmetics maintains constant communication with the customer to align procedures, technical requirements, and critical issue management, facilitating an effective and timely response to any reports or requests.
- **Raw material and supplier management:**
Suppliers are selected and the raw materials used are inspected to prevent risks related to the safety and compliance of finished products.
- **Traceability and Documentation:**

Complete product traceability is ensured, from incoming materials through to delivery to the customer, with proper archiving of technical and control documentation to guarantee transparency and auditability.

Pink Frogs Cosmetics provides a dedicated **whistleblowing** channel, accessible to all employees and contractors, for securely, anonymously, and confidentially reporting any misconduct or violations related to product safety, quality, or compliance. This tool ensures the protection of whistleblowers and helps maintain high standards of safety and reliability.

5. Monitoring and Continuous Improvement

Pink Frogs Cosmetics is committed to ensuring the ongoing effectiveness of its cosmetic product safety management system by adopting a proactive approach to monitoring and continuous improvement, in accordance with ISO 22716 certification and industry best practices.

The main monitoring activities include:

- **Periodic compliance checks:**
Internal audits are conducted to verify compliance with operating procedures, applicable regulations, and ISO 22716 standards, with particular attention to product safety aspects.
- **Analysis of non-conformities and management of reports:**
Any non-conformities identified during production or reported by the customer are subject to in-depth analysis, with the implementation of corrective and preventive action plans to eliminate the causes and prevent their recurrence.
- **Feedback collection and evaluation:**
Pink Frogs Cosmetics maintains an open channel of communication with customers to gather comments, complaints, or suggestions regarding product safety and quality, using this information to continuously improve production and control processes.
- **Continuous updating:**
The company is committed to keeping its procedures and staff training up to date in line with regulatory developments, customer feedback, and international best practices, ensuring a high level of competence and awareness.

In pursuit of these commitments, the following specific objective is established.

Objective: To ensure the highest level of product safety by maintaining full compliance with GMP standards and preventing product recalls due to manufacturing defects.

Indicator: Number of safety incidents or product recalls attributable to errors in the production or control processes carried out by Pink Frogs Cosmetics.

Verification method: Annual review of the complaint log, non-conformity reports, and the results of internal and external audits related to ISO 22716 certification.

Objective: To ensure the timely identification and resolution of nonconformities and complaints.

Indicators:

Percentage of compliant batches

Average time to close nonconformities and complaints

Percentage of nonconformities and complaints closed within the defined timeframes.

Verification method: Annual review of the complaint log and nonconformity reports.

Objective: To ensure that all personnel receive annual training on GMP (Good Manufacturing Practices).

Indicator: Percentage of personnel trained on GMP topics within the established timeframe

Verification method: Annual review of the annual training log (and spot checks of the annual training plan, employee training records, and individual records of training events).

Objective: To ensure that raw materials comply with quality and safety standards.

Indicator: Percentage of raw materials that pass the initial quality control.

Verification method: Incoming inspection of supplier certificates of conformity with periodic review.

Objective: To ensure complete product traceability throughout the supply chain.

Indicator: Percentage of batches that are fully traceable within defined timeframes.

Verification methods: Annual mock recall traceability tests and verification of batch documentation.

6. Regulatory and documentary references

This Policy complements and refers to the following documents and regulations:

- Regulation (EC) No. 1223/2009 of the European Parliament and of the Council on cosmetic products, which establishes safety and compliance requirements for the manufacture and marketing of cosmetics in the European Union.
- ISO 22716:2007 – Guidelines for Good Manufacturing Practice (GMP) of Cosmetic Products, which defines the quality and safety standards applicable to manufacturing processes.
- Legislative Decree 24/2023, implementing EU Directive 2019/1937, which regulates the protection of whistleblowers in the public and private sectors.
- Company Whistleblowing Policy, which defines the procedures for reporting, managing, and protecting against any violations related to product safety and quality.
- Pink Frogs Cosmetics' Code of Ethics, which establishes the principles of integrity, accountability, and transparency applicable to all company activities.

Pink Frogs Cosmetics is committed to keeping these guidelines up to date in line with regulatory developments and industry best practices.

7. Entry into force

This Policy has been approved by the management of Pink Frogs Cosmetics and takes effect as of 06/05/2026, remaining in force until any updates or revisions are made, which will be promptly communicated to all recipients.

The Policy will be made easily accessible to all recipients via a shared online folder and in hard copy posted on company bulletin boards, to ensure maximum dissemination and accessibility.

To ensure transparency toward external stakeholders as well, this Policy will also be published on the company website, where it will be easily accessible to customers, suppliers, and partners.