

# Kao Corporation, S.A.U.

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Enriching lives, in harmony with nature.

## QUALITY POLICY

### MISSION

To obtain and increase customer satisfaction (internal and external) by understanding their present and future needs, fulfilling their requirements at all times and making an effort to meet their expectations. And all this committed to the company's ESG strategy.

### COMMITMENT

- To maintain a quality control system throughout the whole of the organisation, with a commitment to meet the applicable requirements, including legal ones, and constantly improving the efficiency thereof.
- To transmit awareness of quality to all collaborators and suppliers.
- To achieve the highest possible standards by applying Good Manufacturing Practices.
- To assess the system by measuring the effectiveness of its processes and by risk-based thinking.
- To ensure the sustainability of the organization by its adaptation to the environment and the consideration of its context
- Apply the concept of responsible sourcing to the relationship with suppliers (the company actively and consciously sources and procures products and services for their operations in an ethical, sustainable, and socially conscious way).

### BASIC PRINCIPLES

- In terms of the management of activities and resources related to production, sales and customer service, their mutual connection and interaction must be taken into account.
- To regard quality control system activities as being factors of added value and linked to the development strategy based on ESG criteria.
- Quality control activities must be geared towards obtaining results whose implementation and effectiveness can be gauged objectively, and with a commitment to continuous improvement.
- The starting point for establishing the quality of a product and/or service must be the requirements needs, wishes and expectations of the interested parties: they are the ones, who, in effect, define and evaluate them.
- The concept of quality does not only apply to products, but also to all organisation's activities and the work of each person who becomes, at the same time, supplier and internal client of the others.
- Quality is everyone's responsibility. Each component part within the company must be aware of who his/her customers are and what results are expected from his/her work.
- To make the prevention of defects a priority, in order to avoid having to rectify them when they appear.
- Employees constitute the key factor.
- Training in quality control techniques is the basis for achieving constant improvement.
- A high level of quality is a good investment.

These principles are dealt with in greater depth in the quality control manual, which applies to everyone in the company.

Mª José Bermejo  
President

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