



QUALITY POLICY

Kale Kale Care Chemicals is committed to delivering reliable, sustainable, and innovative products to its customers by adhering to high-quality standards. All products and services are carried out with a continuous improvement approach to maximize customer satisfaction.

Our policy applies to all Kale Care Chemicals units and operational areas, both domestic and international. It encompasses all employees, managers, and business partners.

Kale Care Chemicals commits to:

- Continuously monitoring and improving the quality of products and services;
- Effectively evaluating customer feedback and integrating it into improvement processes;
- Collaborating with business partners to maintain quality standards throughout the supply chain;
- Organizing regular training and awareness programs to ensure all employees act with quality and GMP awareness;
- Producing and analyzing products specific to their intended use under EFfCI (European Federation for Cosmetic Ingredients) guidelines to ensure quality and reliability;
- Prioritizing quality throughout the product lifecycle to safeguard customer health and safety;
- Complying with national and international quality standards while developing innovative solutions that go beyond these standards.

Our commitments will be realized through specific objectives:

- Increasing customer satisfaction to 95% by 2026;
- Reducing error rates in production processes by 20% by 2028;
- Ensuring 100% compliance with quality standards for all products by 2030.

This policy is monitored and implemented by a dedicated quality management team established by the management. A quality manager in each business unit and location will oversee the implementation of this policy.

For any inquiries, please contact the quality manager at your facility..