



QUALITY POLICY

The company expresses its fundamental standpoint on quality through its business policy, strategy, and established business objectives.

TOSAMA is a company dedicated to enhancing the quality of life and promoting or rediscovering health across generations through its products and services.

We are firmly committed to sustainable development in our approach to the environment, society, and management. This commitment is integrated into all aspects of our business operations and our quality and environmental management systems.

The management coordinates activities in response to changes in the business environment and the evolving requirements and expectations of our stakeholders. Each year, we set forth our company's goals for the next five years in our medium-term business plan, with the primary aim of increasing satisfaction for our customers, users, employees, and owners.

We maintain product and service quality by aligning our operations with regulatory requirements and quality standards. Our commitment to environmental protection begins right from the product development phase. We recognize, manage, and continuously monitor environmental impacts throughout the entire life cycle of our products.

Our aim is to maintain global recognition and innovation while being a valued provider of hygiene products and medical devices, both under our own and other brands. We achieve this by adhering to key principles such as customer focus, unified and oriented leadership, engaging our employees in interconnected processes, continuously improving based on well-established facts, and effectively managing relationships with stakeholders. Through these efforts, we are dedicated to ensuring ongoing and lasting progress.

We are dedicated to creating products that can excel in the global market, and we complement our product range by partnering with trusted suppliers. Our main emphasis is on innovating products for intimate care and wound management. Our product development is firmly grounded in our strategic commitment to natural, healthy solutions that are user-friendly and environmentally conscious.

The quality requirements set by our customers and users are seamlessly incorporated into our documentation, serving as the foundation for executing our production and quality control procedures, thereby ensuring a consistent level of product quality.

We fulfil customer needs through the selection of products from our standard catalogue. Additionally, we are committed to accommodating custom orders when they align with our quality, timeline, and quantity criteria, allowing for efficient and cost-effective industrial production.

At TOSAMA, we prioritize the diligent maintenance of our facilities and equipment. We are committed to the ongoing improvement of all company processes, ensuring that our personnel, technical infrastructure, technology, and financial resources consistently enable the realization of our quality policy principles.

The Board of Management is responsible for the organization and functionality of our quality management system. However, the fundamental guiding principle for every TOSAMA employee is to continuously enhance the value we deliver to our customers and users of our products.

Product safety culture refers to TOSAMA's shared values, beliefs and norms that influence mindset and product safety behaviour across the organization. Top management promotes a strong culture of product safety and helps the organization and its employees to prevent and detect regulatory discrepancies and deviations in any process that affects the safety and quality of our products.

Vir, 28 September 2023

Board of Management:

Mojca Šimnic Šolinc
Director

Tomaž Brdnik
Director

