MEDICLINICS GROUP QUALITY POLICY STATEMENT

The management and all employees of the Mediclinics Group aim to achieve our customers' full satisfaction, to maintain our position as points of reference in the bathroom accessories' market. To this end, the following principles are established, declared and assumed:

1. Every employee of the Mediclinics group is responsible for the quality of his or her activity. The management and all department managers are responsible for implementing the quality policy and objectives.

2. The final quality of the product delivered to the customer is the result of planned and systematic actions of prevention, detection and continuous improvement applied throughout the entire product transformation cycle.

3. The meeting of all our customers' requirements and needs in a coherent fashion, as well as legal and regulatory requirements.

4. The development and implementation of an overall and ongoing improvement process to achieve greater efficiency in the Quality Management System and its processes.

5. The provision of organizations with the staff, material and technical resources necessary to achieve the objectives set.

6. To train the staff, promoting and implementing the necessary training actions to achieve its extensive involvement and motivation, thus achieving a high overall level of efficiency in all areas of the group.

7. To comply with laws, regulations and other agreed requirements, on products, environmental and health and safety requirements applicable to us.

8. To train and raise awareness within the entire organization that the environmental impact of work and health and safety at work are common responsibilities, and that it is everyone's goal to achieve it through consultation, information and by ensuring everyone's involvement.

9. To frequently and systematically review our management system and resources.

The management and the different departments of MEDICLINICS sign this document as evidence of their commitment and willingness to apply the company's policy.