

Letter of strategic undertaking &

# QUALITY POLICY



Buoyed by 35 years in the creation, production and sale of fragrances, PARFEX has been able to sustain its growth amongst the leaders.

Its “Low Cost, Business Class” strategy, which combines a correct price policy with the highest quality of service, has contributed to the success of this family-run company.

This strategy entails:

- Constant tracking of unnecessary costs
- Strict selection of our raw materials
- Maximum automation of our manufacturing and management processes

It is based on 4 major approaches:

- Ever increasing satisfaction for our customers
- Satisfying our employees, retaining their loyalty and increasing their skills
- Establishing our “made in Grasse” image nationally and internationally
- Increasing our performance in all fields

Thanks to our international presence in over 50 countries, our trade coordination and our solid expertise, we offer our customers a full range of tailor-made solutions.

The proximity of the sales, R&D and production teams on the Grasse site is the key to our reactivity and flexibility in serving our customers.

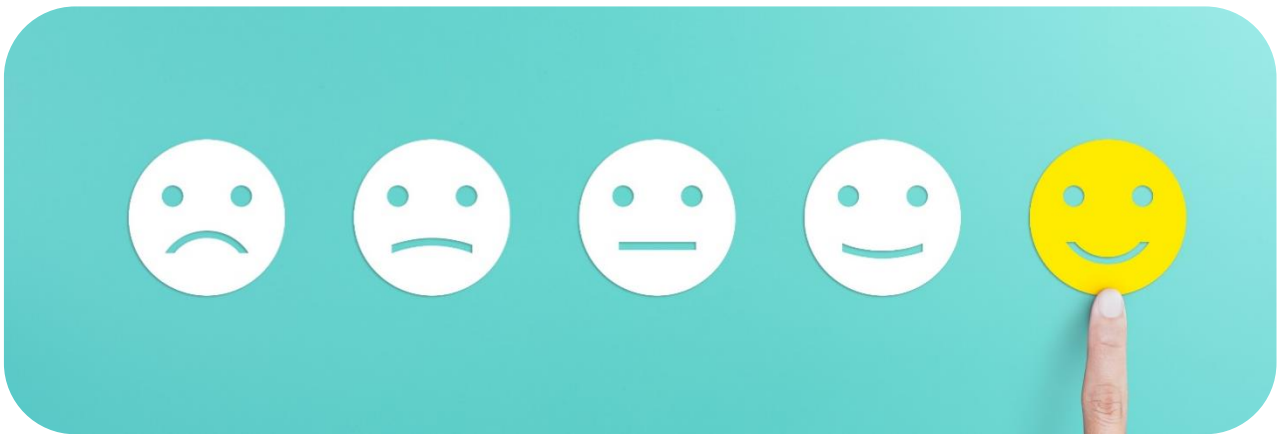


**At Parfex, our customers are at the heart of our decisions**

Ever more attentive to guaranteeing the best and constantly seeking to advance and improve, we have decided to extend and modernize our site and at the same time begin an ISO 9001:2015 certification approach.

With this aim in mind, we have implemented a Quality coordination group, the ISO Group, comprising 3 people and 12 process managers.

We are convinced that the ISO 9001 certification will have a positive impact on our stakeholders (customers, employees, shareholders, service providers, etc.) and on the company as a whole.



**We want to be one of the most trustworthy players in the sector by integrating our values and our ethics even further into our everyday conduct.**

To achieve this objective, we undertake to provide all the means and resources necessary to develop and continuously improve our Quality Management System and to meet the applicable requirements.

February 19, 2021

Kurt TSCHOPP  
Managing Director

