



Smart choices for  
everyday healthcare

## Quality Policy

### Quality Principles

The quality policy is the framework and foundation for the quality work in Karo and safeguards the development and continuous improvements of quality within the organization. The policy is established on the organizational setup of Karo as a company with outsourced production, warehousing and distribution. A detailed description of all the procedures available can be found in the QA-owned electronic quality management system (eQMS).

### Karo Key Commitments:

Karo wants to contribute to creating healthy and sustainable societies for the future. To make this happen quality will play an important role in the defined key commitments:

**Partners** - We want to be a trusted partner for all our stakeholders – customers, suppliers, service providers, authorities etc. We maintain our quality work via effective partnerships with our stakeholders who are a key element in our ability to deliver safe products to the consumers. We always have quality as one of the highest priorities when selecting, qualifying, and evaluating our partners. Our partners are the prolonged arm of Karo, which is why the qualification and maintenance of our partners is a key element to be able to deliver high quality products to our consumers. To ensure this, detailed procedures are in place describing how to qualify and maintain our partners and how we secure that they are continuously monitoring our products placed on the market. All commercial team members play an important role in this collaboration between Karo and our partners. Why it is of high importance that one secure that the procedures are read and understood and that a clear dialogue is held with the QA team if support is needed.

**Consumers** – When taking decisions and when making our day-to-day prioritizations, we always have our customers/consumers in focus. The feedback from the market and Karo customers is continuously monitored by the QA team through the complaints handling process. All personnel at Karo are responsible for reporting any complaint received to the complaint team for further investigation and follow up to secure a good customer experience and safety of our products.

**Products** – We assure that our products are available and of high quality, safeguarding the consumer - making products easy to access in stores, pharmacies and online. To secure this all karol employees that are a part of outsourcing any steps of handling of Karo products needs to be aware of the set procedures for transportation and warehousing of Karo products, independently of product classification.

### Strategic choices

Our strategy shapes the future within everyday healthcare and helps us respond efficiently and professionally to changes in the world around us. To guide our actions, we have made strategic choices regarding 'where to play' and 'how to win'.



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### Where to play

Independently of product classifications or way to market, the Karo quality management system shall support the Karo organization with lean procedures and processes, constantly compliant and up to date with current standards and regulations, maintaining its effectiveness. Karo QA team is the owner of the quality systems that cover all product classifications and are constantly working on improvement of processes within the organization to support a lean way of compliance with regulations and standards.

### How to win

*Our operating model* – when commercializing products, product quality shall always be in focus. Karo quality system provides processes and systems for securing quality of our products throughout the product life cycle. To achieve this, employees at Karo need to be aware that they all play an important role in the product lifecycle and that the procedures available in the quality system and the eQMS are tools to secure the quality of Karo products, independently on which department one belongs to.

*A scalable platform to grow from* – The Karo quality management system and its processes shall be scalable, enabling the Karo business to increase in scale and scope. The quality management system together with its IT systems supports a digital way of working and is a scalable platform.

*Circles of excellence enabling strategy execution* - All data generated from the quality management system shall be visualized and used for highlighting the quality status of Karo products as well as driving improvements of both products and processes. This is crucial for Karo's ability to constantly improve the customer journey and Karo products. The QA dashboard tracking KPIs for deviations and Complaints is available for all Karo employees where one can see product status for each market on a monthly basis. These KPIs together with the OKRs for the QA department state the direction of the QA team and the priorities within the team.

*Escalation of Quality defects and issues* – To secure high quality products it is of highest importance to have a transparent environment where all employees feel confident and aware of the importance to escalate any deviations from internal procedures, agreements or in the product quality to the quality team. This is why all Karo employees are expected to, when identifying any potential breach from quality standards, report it in timely manner to QA, according to contact details within this document.

Quality Contact Point:	
Quality questions or escalations of potential quality issues	<a href="mailto:quality@karo.com">quality@karo.com</a>
Complaint management	
Cosmetics, Food Supplement & General Goods complaint	<a href="mailto:complaintcosmetic@karo.com">complaintcosmetic@karo.com</a>
Medicinal product complaint	<a href="mailto:complaint@karo.com">complaint@karo.com</a>
Medical Device complaint	<a href="mailto:complaintdevice@karo.com">complaintdevice@karo.com</a>

## Document Approvals for KARO-Q-00343v3.0

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