PRODUCT SAFETY AND QUALITY CONTROL POLICY

JANUARY 2026

POLICY NUMBER: TMG-SEC-002
APPROVAL AUTHORITY: BOARD OF DIRECTORS

THE MAZI GROUP

1. PURPOSE

This Product Safety and Quality Control Policy establishes The Mazi Group's commitment to ensuring that all products across our portfolio—including cosmetics, personal care items, AI-enabled devices, and technology solutions—meet the highest standards of safety, quality, and regulatory compliance. This policy applies to all brands under The Mazi Group: Mazi Beauty, Glam Switch, On The Go Mists, and Upvendo.

2. SCOPE

This policy applies to:

- All physical products manufactured, distributed, or sold by The Mazi Group and its subsidiaries
- All software and technology products, including AI-enabled devices and point-of-sale systems
- All stages of the product lifecycle: design, development, manufacturing, testing, distribution, and post-market surveillance
- All employees, contractors, suppliers, and third-party manufacturers involved in product development and production
- All geographic markets where our products are sold: United States, Canada, European Union, and Latin America

3. POLICY STATEMENT

The Mazi Group is committed to:

- Delivering products that are safe for consumers and meet or exceed all applicable regulatory requirements
- Maintaining rigorous quality control processes throughout the product lifecycle
- Continuously improving product safety through innovation and best practices
- Responding promptly and transparently to any product safety concerns
- Building consumer trust through consistent quality and safety performance

4. PRODUCT CATEGORIES AND SPECIFIC REQUIREMENTS

4.1 Cosmetics and Personal Care Products (Mazi Beauty, On The Go Mists)

Formulation Requirements

- All ingredients must be approved for cosmetic use in target markets (FDA, EU Cosmetics Regulation, Health Canada)
- Prohibited and restricted ingredient lists must be maintained and updated quarterly
- Clean beauty standards must be applied: no parabens, sulfates, phthalates, or other ingredients on our exclusion list
- Allergen assessments must be conducted for all formulations
- Stability testing must be completed for all products (minimum 12-month accelerated testing)

Manufacturing Standards

- All manufacturing facilities must be GMP (Good Manufacturing Practice) certified
- ISO 22716 certification required for cosmetics manufacturing partners
- Regular facility audits (minimum annually) for all contract manufacturers
- Batch testing and documentation for every production run
- Microbial testing per USP <61> and <62> standards

Antibacterial Products (On The Go Mists)

- EPA registration and compliance for antimicrobial claims in the United States
- Biocidal Products Regulation (BPR) compliance for EU markets
- Efficacy testing per EN standards for surface disinfection claims
- Safety Data Sheets (SDS) maintained and available for all products

4.2 AI-Enabled Devices (Glam Switch)

Hardware Safety

- Electrical safety certification (UL, CE, FCC) for all markets
- Electromagnetic compatibility (EMC) testing and compliance
- Battery safety testing per UN 38.3 for lithium batteries
- Thermal safety testing to prevent overheating
- Drop testing and durability assessments

Software and AI Quality

- AI model validation and bias testing before deployment
- Software quality assurance per ISO/IEC 25010 standards
- Security testing including penetration testing and vulnerability assessments
- User acceptance testing across diverse user groups
- Over-the-air update capability with rollback functionality

User Safety

- Clear user instructions and safety warnings
- Automatic shutoff features for safety
- Age-appropriate design and warnings
- Accessibility considerations per ADA and EU accessibility requirements

4.3 Technology Products (Upvendo)

Hardware (Kiosks and POS Systems)

- Electrical safety certification for commercial use
- ADA compliance for accessibility
- Payment terminal security (PCI PTS certification)
- Environmental testing for commercial environments
- Durability testing for high-traffic use

Software Quality

- PCI DSS compliance for payment processing
- Security testing and code review
- Performance testing under load
- Accessibility testing (WCAG 2.1 AA compliance)
- Integration testing with third-party systems

5. QUALITY MANAGEMENT SYSTEM

5.1 Quality Organization

The Mazi Group maintains a dedicated Quality Assurance team responsible for:

- Developing and maintaining quality standards and procedures
- Conducting quality audits and inspections
- Managing supplier quality programs
- Investigating quality issues and implementing corrective actions
- Reporting to executive leadership on quality metrics

5.2 Quality Control Processes

Incoming Quality Control

- Raw material and component inspection upon receipt
- Certificate of Analysis (CoA) verification
- Supplier quality scorecards and performance tracking
- Quarantine procedures for non-conforming materials

In-Process Quality Control

- Statistical process control (SPC) for manufacturing
- In-line testing and inspection points
- Process validation and capability studies
- Real-time quality monitoring where applicable

Final Quality Control

- Finished product testing per specifications
- Packaging and labeling verification
- Batch release procedures
- Retain sample programs

5.3 Documentation and Records

- Product specifications and formulation records
- Batch production records
- Test results and certificates of analysis
- Deviation and investigation reports
- Change control documentation
- Records retained per regulatory requirements (minimum 3 years beyond product shelf life)

6. SUPPLIER QUALITY MANAGEMENT

6.1 Supplier Qualification

- Supplier assessment questionnaires
- On-site audits for critical suppliers
- Quality agreements with all suppliers
- Approved supplier list maintenance
- Second-source qualification for critical materials

6.2 Ongoing Supplier Management

- Annual supplier performance reviews
- Supplier corrective action requests (SCARs) when needed
- Supplier development programs for improvement
- Regular communication and relationship management

7. PRODUCT TESTING REQUIREMENTS

7.1 Safety Testing

Product Type	Required Testing	Standards
Cosmetics	Dermatological safety, stability, microbial	ISO 10993, USP, CTFA
Antibacterial	Efficacy, toxicology, environmental	EPA, EN 1276, EN 13697
Electronic Devices	Electrical safety, EMC, battery	UL, IEC 62368, UN 38.3
Software/AI	Security, performance, accessibility	ISO 27001, WCAG 2.1

7.2 Regulatory Testing

- Market-specific testing requirements must be identified during product development
- Third-party testing laboratories must be accredited (ISO 17025)
- Test reports must be reviewed and approved before product release
- Testing must be repeated when formulations or designs change

8. PRODUCT LABELING AND CLAIMS

8.1 Labeling Requirements

- All labeling must comply with jurisdiction-specific requirements
- Ingredient lists must be accurate and complete (INCI nomenclature for cosmetics)
- Required warnings and precautions must be prominently displayed
- Multi-language labeling for applicable markets
- Batch/lot coding for traceability

8.2 Claims Substantiation

- All product claims must be truthful and substantiated
- Clinical studies or testing required for efficacy claims
- Claims review by regulatory affairs before use
- Documentation retained for all claims made
- Compliance with FTC, EU, and local advertising standards

9. POST-MARKET SURVEILLANCE

9.1 Consumer Feedback Monitoring

- Customer complaint tracking and analysis
- Social media monitoring for product issues
- Review analysis for quality signals
- Trend analysis and reporting

9.2 Adverse Event Reporting

- Adverse event intake and documentation procedures
- Medical assessment of serious events
- Regulatory reporting within required timelines (15 days for serious events)
- Root cause investigation for all adverse events
- Corrective and preventive actions (CAPA) implementation

9.3 Product Recalls

Product recall procedures are detailed in TMG-SEC-043: Product Recall and Withdrawal Procedures. Key elements include:

- Recall classification and decision criteria
- Communication protocols (regulatory, customers, public)
- Product retrieval and disposition
- Effectiveness checks
- Root cause analysis and prevention

10. CONTINUOUS IMPROVEMENT

10.1 Quality Metrics

- Customer complaint rate
- First-pass yield
- Supplier quality performance
- Audit findings and closure rate
- CAPA effectiveness

10.2 Management Review

- Quarterly quality review meetings with executive leadership
- Annual quality objectives and planning
- Resource allocation for quality initiatives
- Benchmarking against industry standards

11. TRAINING AND COMPETENCY

- Quality awareness training for all employees
- Role-specific quality training (GMP, testing procedures, etc.)
- Training effectiveness assessment
- Competency documentation and records
- Refresher training requirements

12. ROLES AND RESPONSIBILITIES

12.1 Executive Leadership

- Provide resources for quality management
- Set quality objectives and expectations
- Review quality performance
- Make decisions on significant quality issues

12.2 Quality Assurance

- Develop and maintain quality systems
- Conduct audits and inspections
- Manage supplier quality
- Lead investigations and CAPA

12.3 Product Development

- Design products meeting quality and safety requirements
- Conduct design verification and validation
- Document product specifications
- Support quality testing activities

12.4 Operations/Manufacturing

- Execute production per quality standards
- Perform in-process quality checks
- Maintain production records
- Report quality issues promptly

13. RELATED POLICIES

This policy should be read in conjunction with:

- TMG-SEC-001: International Regulatory Compliance Policy
- TMG-SEC-007: Ethical Sourcing and Supplier Code of Conduct
- TMG-SEC-014: Vendor and Supplier Management Policy
- TMG-SEC-032: Transparent Product Labeling and Claims Substantiation

- TMG-SEC-038: AI Ethics and Responsible AI Use Policy
- TMG-SEC-043: Product Recall and Withdrawal Procedures

14. POLICY REVIEW

This policy shall be:

- Reviewed annually by Quality Assurance and Executive Leadership
- Updated to reflect regulatory changes and industry best practices
- Communicated to all relevant employees and partners
- Approved by the Board of Directors after material changes

15. DEFINITIONS

- **Adverse Event:** Any undesirable experience associated with the use of a product.
- **CAPA:** Corrective and Preventive Action - systematic approach to identifying and addressing quality issues.
- **GMP:** Good Manufacturing Practice - quality standards for manufacturing.
- **CoA:** Certificate of Analysis - document certifying test results for a batch.
- **SPC:** Statistical Process Control - method of quality control using statistical methods.

For questions about this policy, contact:

Operations Department

operations@mazigroup.us