

## QUALITY POLICY

The Quality Policy defined by PROANDRE, S.L., is focused on supplying its products and maintaining its services at all times and to all customers. Delivering products free of defects within the stipulated deadlines and punctually complying with the contracted services with the greatest diligence. Teamwork is vital to the success of the Company and, therefore, this policy applies to both external and internal customers.

The Company Manager implements the quality policy, and assumes the commitment to assign the necessary resources for the operation of the facilities according to the requirements of the quality system.

PROANDRE, S.L., applies a Quality Management System (QMS) in accordance with the requirements of EN ISO 9001: 2015, as well as with the European Directives and particular legislation of the sector that are applicable at all times.

The Quality Management System of PROANDRE, S.L., is described in the Quality Manual and detailed in the Procedures Manual. It has a scope that covers the activities of Manufacture, Storage, Distribution and Commercialization of Air Freshener, Hygiene and Personal Care (Cosmetics) products.

It is the policy of PROANDRE, S.L., to ensure that the pertinent measures are taken to ensure the safety of people, following the PRL corresponding to the job.

This company has a series of objectives to carry it out:

- **All of our raw materials are measured under established quality standards and each supplier must comply with these specific standards.**
- **Relationships with our clients and suppliers are characterized by cooperation and open communication, so that we are committed to responding professionally to any need expressed by them.**
- **Have rational, economic, safe and adequate human and material resources for the service.**
- **Identify and eliminate sources of error.**
- **Always maintain the commitment to continuous improvement.**
- **Gradually reduce the number of internal non-conformities and customer complaints.**
- **Comply with the applicable legislation and regulations.**

This Quality Policy is known, understood, applied and kept up to date at all levels of the organization and has the full commitment and support of PROANDRE SL Management, who establishes, develops and applies it through the Manual of the Quality implanted.