1. QUALITY POLICY

Esencias Martínez Lozano remains committed to quality in the production of its essential oils, supporting organic farming and non-polluting energy sources while meeting the highest quality standards for its customers. The following policy is based on these principles:

Management shall ensure and verify that the Quality Policy is understood, implemented and kept up to date at all levels of the organisation.

This policy shall be available at all times to all employees, customers and suppliers of **Esencias Martínez Lozano**. It shall be distributed and communicated throughout the organisation. The policy shall remain consistent with the organisation's purpose and shall be reviewed during management review to keep it up to date. Its scope is:

MANUFACTURE AND SALE OF ESSENTIAL OILS

The management of **Esencias Martínez Lozano** is committed to implementing and maintaining a Quality Management System in accordance with **UNE EN ISO 9001:2015**, and in particular to:

a. Maintain a high level of customer satisfaction by meeting customer requirements, consistently offering the highest quality in the products it sells and meeting delivery deadlines.

b. Plan training activities to ensure that employees acquire the knowledge needed to perform their duties and further their professional development.

c. Promote innovation and technological modernisation to achieve **continual improvement** in the organisation's activities.

d. Systematically and periodically define, review and update compliance with this policy and with the objectives and targets set out in its documented information, as a means of achieving **continual improvement**.

e. Prevent environmental pollution by adopting practices that do not contribute to it and by maximising the reuse of products derived from the environment.

f. Establish the communication and information mechanisms needed to involve all members of the organisation in quality management.

g. Comply with the legal and regulatory requirements to which **Esencias Martínez Lozano** subscribes in relation to quality, and strive to exceed those requirements.

MANAGEMENT