



VILA HERMANOS

Revised: R. Calidad

Approved: Management

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QUALITY POLICY

The management of VILA HERMANOS aware of the current high degree of globalization and competition has established the following quality policy:

"It is important for VILA HERMANOS to continue being a leading company in design, manufacture and distribution of scented candles, aroma diffusers and room sprays, as well as the company rated best by our customers in terms of quality of our product offering and our concern for the environment. This is the result of our commitment to meet customers expectations and the regulatory requirement applicable to our products. All of this enable to continuously improve the effectiveness of our quality management system".

Our philosophy of quality policy is based on the following principles:

- ï Our action needs to be demand-driven that our customers of today want to continue to be our customers tomorrow both because of our innovative activity and also because our commitment in the Company's policy.
- ï Only by providing services and client relations of quality we can have the long-term trust of our customers.
- ï We commit ourselves in order to comply with applicable legal requirements and others requirements to which the organization subscribes and meet the legal requirements.
- ï We need to make sure the maximum satisfaction of our customers by the fulfilment of their expressed and implicit requirements according to the applicable legal requirements.
- ï Our responsibility in our work is the quality of the customer.
- ï In addition, our self-imposed commitment to have certifications of recognized prestige with our system such as UNE-EN ISO 9001:2015 standard.
- ï We are continuously improving our products and also the effectiveness of our management system.
- ï Only by constantly training our staff we can improve our options.
- ï We must maintain a wealth-generating entity materialize in the continuous improvement of the standard of living and satisfaction of all interested parties.
- ï VILA HERMANOS management is committed to consider and acknowledge all contributions and suggestions from its employees aimed to improving quality, working methods or any system or element that facilitates the improvement of results.
- ï Our suppliers are an essential pillar in quality of the final products, as well as in the profitability of our processes and our commitment to the customer.

Therefore, this policy and the underpinning principles are published for the consultation by all employees of the Company and should be adopted and shared by our entire organization.

ATZENETA d'ALBAIDA, 22nd of March 2018

PATRICK DOUENAT

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MANAGER