

QUALITY AND ENVIRONMENTAL POLICY **DE CERES ROURA**

Ceras Roura is a family business that has been dedicated to the manufacture of candles for more than 100 years. During these years we have always been accompanied by the passion for a job well done, the experience and perseverance of five generations of the same family.

Ceras Roura's Quality and Environment Policy is focused on achieving the maximum satisfaction of our customers and that they consider Roura another collaborator of their company. A collaborator, who provides adequate and competitive solutions to their requests, generating positive synergies, strengthening and loyalty.

We are aware of the importance of protecting the environment and the rational use of natural resources for future generations, for this reason we are committed to incorporating social and environmental responsibility, energy efficiency and sustainable development practices into our activities.

In order to achieve these objectives, the motivation of our team is essential and communication with our suppliers is essential.

It consists of the following actions being carried out by all the company's personnel, as an integral part of the quality system:

- To offer the customer and consumers a product that meets all our quality and safety requirements, such as its legality, applied processes and defined specifications.
- We are committed to caring for the environment, setting as our main objective: to integrate productivity and quality with environmental preservation.
- Collaborate with suppliers to obtain a better quality of product, service and lower environmental impact.
- Meet customer expectations regarding service quality and delivery dates.
- Comply with all applicable legal and regulatory requirements.
- To stimulate innovation and launch of new products.
- To boost the use of renewable energies.
- To encourage the incorporation of more sustainable materials.
- Reduce non-quality costs.
- Improve productivity, including the maintenance of our infrastructures, including buildings, equipment and machinery.
- Always maintain the commitment to Continuous Improvement, in Quality and environmental impact.
- Environmental responsibility and sustainability in the activities carried out.
- Focus on compliance, during their productive activities, with adequate occupational health and safety conditions.

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- Establish and maintain a culture of product safety based on:
 - Management commitment.
 - Implement appropriate staff training.
 - Participation of all workers in product safety practices.
 - Knowledge of the importance of safety and hygiene.
 - Open and clear communication between all employees of the company on issues related to product safety.
 - Share relevant information with all workers.
- Environmental commitment and responsibility to protect the environment based on:
 - Reducing damage and degradation of the natural environment (including biodiversity and ecosystems) and preventing environmental pollution.
 - Use of solar energy through solar panels installed in our facilities.
 - Promote the separation and correct management of waste by improving reuse and recovery systems.
 - Reduce the impact of atmospheric emissions.
 - Use of gas to replace diesel.
 - Replacement of paraffin with vegetable waxes in formulations.
 - Promote the policy of selecting km 0 suppliers, whenever possible.
 - Promote the separation and correct management of waste by improving reuse and recovery systems.
 - Reduce the impact of atmospheric emissions.
- To offer a sustainable production system by promoting wax savings and recovery.
- Provide the resources and improve the processes with appropriate and justified investments.
- To establish objectives, through action programs, to guarantee the quality of our products, ensure the satisfaction of our customers and protect the environment.

This policy is understood, implemented at all levels of the organization, and has the commitment and support of the Management, developing, maintaining and reviewing measurable objectives aligned with this policy.

This corporate policy is communicated to all staff and stakeholders.



Miquel Roura
Direction
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