



**CORPORATE POLICY OF QUALITY, FOOD
SAFETY, ENVIRONMENT AND
PHARMACEUTICAL QUALITY SYSTEM**

Annex01_PNT052

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SORIA NATURAL S.A. is a company established in Soria, Spain, entirely owned by local capital and with a leading position in the natural medicine sector in this country. Since its foundation in 1982, the company has grown exponentially. At present, it specializes in the elaboration of traditional plant-based and homeopathic medicinal products, phytotherapeutics, oligotherapeutics, cosmetics, food supplements, dietary products as well as innovative and high-quality foodstuffs. This effort has made our brand to be identified with products of the highest quality within the sector.

SORIA NATURAL S.A. main objectives are:

- Consolidate its position as a reference company in the development of innovative products as a means of maintaining and increasing as far as possible its market share in an increasingly competitive sector.
- Manufacture high-quality products, always looking for customer and consumer satisfaction, and having as a top priority the safety of our products for consumers.
- Look for the satisfaction of all the parties involved, including customers and consumers, suppliers, staff, social environment, environment, management, etc.
- Environmental protection.
- Ensure sustainability in all activities carried out.
- Promote continuous improvement in all our processes to achieve a greater degree of customer satisfaction and a high level of environmental performance.

Within the Quality, Food Safety, Environment and Pharmaceutical Quality System of the company, the Management Board is committed to:

- Comply with all product requirements, both from our customer specifications and other parties involved, as well as comply with the existing legislation applicable to all activities undertaken.
- Provide the necessary resources to reach the objectives laid down in order to get an ongoing improvement of core activities and processes.
- Collect and manage all complaints and suggestions from our customers and consumers, considering them as an essential tool to improve the quality of our products and services.
- Implement a Quality, Food Safety and Environmental Management System.
- Train our staff properly to adapt them to the proposed changes and get them involved in the challenges of the company, promoting the participation and safety of all staff through the adequate preparation for their job, the implementation of a continuous training program, encouraging ethical and labor responsibility and providing them an appropriate working environment to carry out their work.
- Allocate significant human and material resources to the development of innovative and high added value products, as well as to the maintenance of the Quality, Food Safety and Environmental Management System.
- Prevent the contamination of our products and promote environmental protection.
- Take the needs and expectations of the interested parties into consideration, whether internal or external to the organization.
- Participate in the design, implementation, monitoring and maintenance of an effective Pharmaceutical Quality System.
- Deliver solid and visible support to the Pharmaceutical Quality System and guarantee its implementation throughout the organization.
- Ensure that there is an appropriate and effective communication and escalation process to raise issues relating pharmaceutical quality to the corresponding managing level.
- Define individual and collective roles, responsibilities, authorities and interrelations of all organizational units related with the Pharmaceutical Quality System and ensure these interactions are communicated and understood at all levels in the organization.
- Establish an independent Quality Unit with authority to comply with the responsibilities defined in the Pharmaceutical Quality System.
- Ensure that process reviews are carried out, as well as reviews of product quality and regarding the Pharmaceutical Quality System.
- Provide the necessary resources to the maintenance of the Pharmaceutical Quality System.
- Comply with the regulatory requirements applicable and promote continuous improvement of the Pharmaceutical Quality System.

The Management Board of SORIA NATURAL S.A. shall take all necessary measures so that this Corporate Policy of Quality, Food Safety, Environment and Pharmaceutical Quality System is disseminated and fulfilled in all areas of the organization, is maintained updated and is useful as a management tool at all times.

In witness whereof, I have signed this Corporate Policy:

Mr. Carlos Gonzalo Rupérez
Managing Director of SORIA NATURAL S.A.
Garray on 21 February, 2018