



# Quality Policy and Chain of Custody

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## QUALITY POLICY AND CHAIN OF CUSTODY

By General Manager directive, Quality and Chain of Custody Manager has established and implemented and Integrated System of Quality Management and Chain of Custody, based on the requirements of the UNE-EN-ISO 9001 (2015) standard: "Quality management system, requirements", and PEFC ST 2012:2020. Chain of Custody for Forest products and PEFC controlled sources. Requirements, for the MANUFACTURE OF PALLETS.

The integrated system has the purpose, on the one hand, to promote and contribute to sustainable forest management, through the control of sources in its raw material and, on the other hand, the satisfaction of (internal, external and Interested parties), AGLOLAK Customers thanks to the fulfillment of the established requirements, and in the terms and prices set. For this, the system has as objectives:

- Quality Assurance of the products supplied, and services provided, in accordance with the International Standard ISO 9001 (2015).
- Fulfillment of the requirements offered to our clients, consolidating the trust in our organization.
- Compliance with all the legislation applicable to our activity.
- Effective management and control of the production process and service delivery.
- Continuous improvement of processes, procedures and services.
- Awareness and motivation of **AGLOLAK** staff, on the importance of the implementation, development and maintenance of an integrated quality management system and chain of custody.
- Establishment of measurable objectives and follow-up of compliance with them, to guarantee the continuous improvement of our organization.
- Compliance with the Chain of Custody requirements, to guarantee commitment to the origin of the raw material, avoiding the purchase of Wood from conflicting sources.



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The assurance that all the people who influence the System, know the policy and the objectives set, is achieved thanks to the dissemination by the Quality Manager and Chain of Custody of the same, at all levels of organization and distribution of the documents that apply to each level in the different jobs.

In addition, through this policy, **AGLOLAK** undertakes to comply with the requirements relating to health, safety and labor matters based on the ILO Declaration on Fundamental Principles and Rights at Work, in particular to ensure:

- Freedom of association, election of their representatives and right to collective bargaining of their workers.
- The prohibition of the use of forced labor.
- Minimum legal age for the hiring of workers.
- Equal opportunities for employment and treatment.
- Adequate conditions at work in a way that does not endanger the safety or health of workers.