

We define quality as the agile fulfilment of the needs, requirements and expectations of our customers and other stakeholders.

This policy, applicable to Saica's centres, services and operations, is defined by the vision and values that govern our activities. It represents a commitment understood and adopted by all employees.

# Our commitments are leading the way towards excellence:





### **KNOW**

Knowing who our **stakeholders** are and understanding their **needs and expectations** through open communication.

## **COMPLY**



Strictly complying with legal and regulatory requirements, as well as with our own ethical and sustainable development commitments.



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# **MANUFACTURE**

Manufacturing products and providing safe services for end users and consumers, giving priority to prevention, identifying and evaluating potential risks and impacts and controlling them through best practices.

## **IMPROVE**



Continuously improving our processes, through monitoring and analysis, using the best available techniques and innovation.



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#### BUILD

Building loyalty among our employees, contributing to their development and involving them in the definition of our goals and objectives, fostering a climate of participation and teamwork.

### **SELECT**



Selecting **suppliers** that share our culture of quality, **collaborating with them to add value** throughout the life cycle of our products and services.



By following these principles, all Saica employees contribute to customer satisfaction and, consequently, to the company's leadership in the packaging and waste management sector.

#### Enrique de Yraolagoitia