



Sustainability at Saica starts with the company's values: we care for the future, we provide value and we accept challenges. Saica's Board of Directors and the other Governing Bodies of the company are committed to ensuring that these values guide our decision-making and integrate sustainability our culture.

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:

1



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.



3



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.



5



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.

Susana Alejandro Balet

President & CEO Saica Group 28/10/2024

Enrique de Yraolagoitia

Board Secretary & Managing Director Saica Group 28/10/2024