



# Quality Policy

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 Governance 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:

<p><b>1</b> <b>KNOW</b></p>  <p>Knowing who our <b>stakeholders</b> are and understanding their <b>needs and expectations</b> through open communication.</p>	<p><b>2</b> <b>COMPLY</b></p>  <p>Strictly complying with legal and <b>regulatory requirements</b>, as well as with our own <b>ethical and sustainable development commitments</b>.</p>
<p><b>3</b> <b>MANUFACTURE</b></p>  <p><b>Manufacturing products and providing services safe</b> for end users and consumers, giving priority to prevention, <b>identifying and evaluating potential risks and impacts</b> and controlling them through best practices.</p>	<p><b>4</b> <b>IMPROVE</b></p>  <p><b>Continuously improving our processes</b>, through monitoring and analysis, using the best available techniques and innovation.</p>
<p><b>5</b> <b>BUILD</b></p>  <p>Building loyalty among our <b>employees, contributing to their development</b> and involving them in the definition of our goals and objectives, fostering a climate of <b>participation and teamwork</b>, that drives the continuous enhancement of our quality culture across all levels and functions of the organization.</p>	<p><b>6</b> <b>SELECT</b></p>  <p>Selecting <b>suppliers</b> that share our culture of quality, <b>collaborating with them to add value</b> throughout the life cycle of our products and services.</p>

By following these principles, the Saica Group's management system empowers all employees to contribute to the satisfaction of our customers and stakeholders, strengthening the company's leadership in the packaging and waste management sector.

The Saica Group has provided, through its complaints channel, the possibility for any person, whether inside or outside the organization, to report any deviation or non-compliance with the commitments made under this declaration

**Susana Alejandro Balet**

President & CEO  
Saica Group  
1/8/25

**Enrique de Yraolagoitia**

Board Secretary & Managing Director  
Saica Group  
1/8/25