

# Integrated management system policy



TEXTIL  
SANTANDERINA  
SINCE 1923



## MISSION

To create value sustainably, with an efficient, cost-effective service showing responsibility, integrity and respect for people and the environment.

## VISION

To be a **leading company** in the textile industry at world level.

## VALUES

- > Customer orientation
- > Safety and reliability
- > Quality
- > Innovation
- > Ethical principles
- > Social and environmental commitment
- > Ethical and professional development of our team
- > Good corporate governance and openness

Textil Santanderina believes that the **constant quest for excellence** is not only a distinctive factor but also a fundamental condition for the **sustainable development** of its business. It also understands that building a solid textile business capable of competing on the international scene requires specific commitment from a social, quality and environmental point of view. To do this, it has implemented an **Integrated Quality, Environmental and R+D+i Management System** covering all activities carried out.

This system depends on the following principles and commitments:

1

**OFFERING OUR CUSTOMERS RELIABILITY, GUARANTEES AND INFORMATION**, as key points for meeting their needs and expectations.

2

**BALANCING ECONOMIC AND SOCIAL DEVELOPMENT WITH THE PROTECTION AND IMPROVEMENT OF THE ENVIRONMENT**, pledging to respect and preserve our surroundings, making rational, efficient use of natural resources and energy, reducing the main impacts deriving from our activity as far as possible and always complying with the applicable legislation and regulations.

3

**BEING RECOGNISED AS LEADERS IN PRODUCT QUALITY AND QUALITY OF SERVICE**, constantly improving the development of our products, processes and activities, using the most suitable raw materials, and implementing the best available techniques for **regenerating the environment**.

4

**BEING COMMITTED TO RESEARCH AND THE TECHNOLOGICAL DEVELOPMENT** of products and processes to improve our relationships with our customers, suppliers and stakeholders, generating greater medium- and long-term profitability for our company.

5

**SUBJECTING THE INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM TO A CONTINUOUS IMPROVEMENT AND REVIEW PROCESS**, based on continuous training for people, teamwork and the information provided by all our staff, as well as customer perception of the service we provide them with.

The management of **Textil Santanderina** accepts and leads the commitments included in this policy and pledges to actively publicise them and review them periodically in order to provide the resources necessary to activate them and achieve the aims established. This policy will be communicated to all Textil Santanderina staff, as well as those acting on its behalf, to ensure it is followed up and made available to all agents involved and the general public.

*Policy approved by the management of Textil Santanderina in February 2018.*

