



## ***INTEGRATED QUALITY POLICY***

*The company's direction defines the integrated policy as follows. It is analyzed by regular reviews, in order to verify that it is acceptable to the organization's purpose. To ensure our commitment to improve the efficiency of SGI are fulfilled and that it serves as a reference to establish and review the quality, environmental and prevention of occupational risk goals.*

*The integrated quality policy is communicated to the entire personnel and is both understood and applied, following the indications in **section 7** of the integrated manual, and is available to interested parties on the company's website.*

*The integrated quality policy is defined as follows:*

### ***MISION AND VISION***

*The mission of **TECHNO-KLEEN, S.L** is to perform its **SERVICE PROVISION ACTIVITY OF CHEMICAL CLEANING IN REFINERIES**, improving continuously its quality and always being one step ahead of the clients' expectations.*

*The future of our organization will be ensured through the quality, environmental and prevention of occupational risk goals, along with the services provided in the field of the industrial cleanings and residue transport to treatment plants. The focus of the service to our clients, the qualification and implication of our employees, and the improvement of environmental and prevention of occupational risk behavior.*

### ***Compromises and strategic values***

- Our main focus will always be to satisfy the needs of the client and their legal requirements*
- The future of our organization will always be determined by the quality of our response to the client's needs.*
- The maintenance and preservation of the environment and the natural surroundings.*
- The fundamental basis of our organization's strength lies in its employees. Whereby all will be provided a safe work environment at all times. Facilitating motivation, competition and pride of their contribution to the work done.*
- Ensure the economic profitability in a highly competitive environment.*



## **OPERATING VALUES**

*We will back up, give support and also develop an organization that:*

- ⇒ Continually focus on development*
- ⇒ Aim to satisfy the client's expectations and fulfill all their legal requirements.*
- ⇒ Are focused on teamwork.*
- ⇒ Communicate openly and inspire answers.*
- ⇒ Guarantees essential training.*
- ⇒ Offers a safe work environment.*
- ⇒ Motivate taking initiative, innovation and creativity.*
- ⇒ Recognize individual and team achievements.*
- ⇒ All levels of the company are involved in the decision making process.*
- ⇒ Are dedicated to prevent contamination by the perspective of life cycle.*
- ⇒ Prevent occupational risk within the organization and in the coordination of activities.*

*The relationships of our organization, both internal (with our collaborators) and external (with subcontractors, suppliers and clients) will be honest, objective and transparent, always recognizing the dignity of the person as a member of the team.*

*We admit that these are the shared values within the organizations of TECHNO-KLEEN, S.L.*