

The Management of BIKAR states that quality, the environment and the provision of services that satisfy our customers must be the philosophy that drives our work, along with the objectives and interests of the Organisation, allowing for continual growth and the search for better results always supporting our strategic direction in the context of the organization.

Our **MISSION** is to manufacture watertight components, particularly movement joints or expansion joints for fabric, rubber and metal, to be recognised for our high level of quality at international level, and to be chosen for our satisfaction of customer needs and because we deliver better solutions than the competition.

Our **VISION** is to grow in the manufacture, commercialisation and distribution of watertight elements, particularly movement joints or expansion joints for fabric, rubber and metal, with a commitment to delivering quality and service that meets the needs of our customers at an international level. All in accordance with criteria governing our respect for our workers, environmental sustainability and economic profitability.

BIKAR has implemented an INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM based on the operative edition of ISO 9001, ISO 14000 and ISO 3834 standards, and in 2014/68/EU Directive respectively, and which the Organisation has pledged to abide by and improve upon. BIKAR considers also, applicable legal requirements. Ensuring accreditation and positioning of our products in the European framework, considering applicable EU regulations and international standards.

The fundamental **VALUES** on which the Integrated Quality and Environmental Management System is based are as follows:

- **Customer** - Commitment, from all staff within the Organisation to meet and fulfil the needs and expectations of our customers, and to rigorously abide by any applicable legislation and/or regulations regarding quality and the environment.
- **Quality** - Quality and the continual improvement of our processes to offer superior product usage and service conditions than the customer expects to receive, fully meeting their needs and obtaining better economic and social results. All professionals at BIKAR understand the importance of the quality of their work and its influence on the customer.
- **Sustainability** - Minimise the environmental effects generated as a result of the manufacturing processes for our products, taking any means required to protect the environment and prevent pollution and contamination, and to ensure the correct management of any waste we generate, fostering reduction, reuse and recycling, in addition to efficient energy consumption.
- **Innovation** - Working on the permanent search for improvement, the achievement of new challenges, new markets and as a company. Encouraging each individual to take responsibility and the initiative, and nurturing their imagination, through their activity and in relation to the company. Promote continual improvement and innovation to achieve maximum quality through the application of profitability criteria.
- **People** - We are interested in and care about people, personal and professional growth and development, and improving their competencies and capacities. We encourage team work through transparent communication and the collaboration of everyone in achieving the goals of the Organisation, our customers and our suppliers. We respect the intellectual ideas of other professionals, we get on board and enhance them, recognising the origin of the idea and the merits of the person behind it, thereby improving trust and streamlining teamwork.
- **Professionalism** - To offer products that are recognised by our customers, complying with timeframes and being meticulous in our approach. Being an employee of BIKAR means highlighting the personal values of each individual and delivering an outstanding level of professionalism.
- **Competitiveness** - We must aspire to achieve results. Working within the BIKAR system of goals. These goals are aimed at improving companies, staff training and ensuring good future results for the Group.
- **Honour** - Working honestly and loyally among people and for the enhancement of the company. Knowing and abiding by the rules that regulate activities and areas of responsibility. Honesty, ethics, integrity and dignity are our benchmarks, thereby helping to increase customer trust and confidence in our company.

To this end, the Management pledges to provide appropriate means (human and material) to provide a service within the established levels of Quality and Environmental Standards, and to deliver adequate training to all company staff.

They pledge to spread the principles and guidelines set out in this policy to all employees of the Organisation and to our suppliers and subcontractors, and to make them available to any interested party.

This Quality and Environmental Management Policy must be understood, implemented and kept up to date by all levels of the Organisation.