

**TEXTIL SANTANDERINA**  
INTEGRATED MANAGEMENT  
SYSTEM POLICY





## OUR TEXTILE COMMITMENT TO QUALITY AND THE ENVIRONMENT IS NOT A CHALLENGE, IT'S AN ATTITUDE

Textil Santanderina believes 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 achieve this, it has implemented an **Integrated Quality and Environmental Management System**, covering all the activities it carries out.

### MISSION

To supply **high-quality, well designed textile products** to meet our customers' needs, allowing them **to get the right product as quickly as possible**; establishing long-term relationships with customers, employees and suppliers, based on **integrity, responsibility and respect for people and for the environment**. At the same time, always ensuring a return for shareholders.

### VISION

To achieve and sustain a position of leadership in the world textile sector through **superior product design, quality and service**; optimising and implementing **more efficient processes respecting and improving the environment**, allowing us to carry on growing at international level without losing sight of our origins, thereby achieving customer and supplier satisfaction and loyalty.

# 1

## **BEING RECOGNISED AS A LEADER IN PRODUCT QUALITY AND QUALITY OF SERVICE,**

constantly improving the development of our products, processes and activities, implementing the best available techniques and using eco-efficiency as references for management and competitiveness, through appropriate investments.

# 2

## **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 offer.

# 3

## **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.

# 4

## **OFFERING OUR CUSTOMERS RELIABILITY, GUARANTEES AND INFORMATION,**

as key points for meeting their needs and expectations. Achieving customer loyalty has made Textil Santanderina stronger and stronger as an organisation.

# 5

## **INTEGRATING ENVIRONMENTAL AND QUALITY VALUES**

into the evaluation of new projects and the making of important decisions for the development of our organisation.

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 June 2013*





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