

At TOYBE, S.A., we are aware of the need to become increasingly competitive in a changing market and environment, where the technical level, as well as the quality of products and services demanded by our customers and offered by our competitors, present unavoidable challenges. All of this, while ensuring social, economic, and environmental well-being within our organization and its surroundings.

We are suppliers of chain-of-custody certified paper-based products such as envelopes and commercial bags. To achieve this and to ensure our development and "sustainable profitability," we have implemented a process management system whose fundamental principles are:

Mission/Vision:

To be "excellent" suppliers of packaging solutions, always offering the highest quality in products and printing. Our approach must be customer service-oriented, whether for industrial or commercial clients, providing the widest range of products to meet their needs.

The principles that should guide this policy are:

- **CONTINUOUS IMPROVEMENT OF ALL OUR PROCESSES** in terms of quality management, environmental management, and the safety and health of our employees.
- Our commitment to the **PROTECTION OF THE ENVIRONMENT**, including pollution prevention and other commitments, the use of renewable energy, and contributing to reducing the impact of climate change.
- **CUSTOMER SATISFACTION** is one of our main objectives; therefore, their contractual requirements, desires, and expectations are assumed as our own. Measuring this satisfaction allows us to identify opportunities for improvement and implement them.
- Planning of **QUALITY, ENVIRONMENTAL, CHAIN OF CUSTODY, AND FOOD SAFETY OBJECTIVES**, reviewed annually for the efficient development of our policy.
- TOYBE, S.A. commits to complying with the **LEGISLATION** and regulations affecting its activities, as well as any other subscribed requirements, in the fields of environmental protection, health, and workplace safety.
- The company maintains a strong commitment to **FOOD SAFETY**, applying the strictest quality assurance and control systems, complying with current legislation applicable to our products, and meeting customer requirements. We carry out the necessary controls in our manufacturing processes and develop appropriate specifications. The food safety culture is a commitment of TOYBE, S.A. at all levels, promoting the participation of all employees in food safety practices.
- We are aware of the interaction and impact of our actions on **SOCIETY** and adhere to a code of conduct based on corporate social responsibility and other requirements.
- Management is committed to implementing and maintaining compliance with chain of custody requirements within the organization.

The fundamental basis for achieving our objectives is based on 4 Basic Pillars:

- **OUR MANAGEMENT AND PRODUCTION SYSTEM**, which allows us to be competitive, effective, efficient, and generate added value.
- **OUR STAFF**, who will always be provided with a SAFE WORKING ENVIRONMENT, TRAINING, AND ATTENTION TO THEIR SUGGESTIONS to foster motivation, competence, and pride in their contribution to a job well done.
- **OUR FACILITIES AND MACHINERY**, which will always meet market demands and comply with legal requirements in terms of safety and the environment.
- A close relationship with **OUR SUPPLIERS AND PARTNERS**, aimed at their "integration" so that they can take part in our continuous improvement process.