

## 2-Management policy

Neiker Public Company is a Public Technological Research, Development and Innovation Centre generating transferable solutions and services, providing the agro-food sector value, improving its competitiveness and sustainability, likewise that of Environment. As a result it actively contributes to the deployment of the Basque Government targets.

Our management ensures compliance with the requirements established in the regulations applicable to us likewise within the voluntarily chosen reference frameworks directed towards an Excellence Model contemplating the following principles:

- ***The involvement, motivation and satisfaction of people***, based on shared leadership principles, driving their freedom and responsibility on the basis of quality criteria, ensuring health and safety conditions, facilitating family life reconciliation, not to mention fostering a trilingual working environment which contributes to their personal and professional development.
- ***Commitment to Scientific Excellence***, training professionals capable of developing protocols recognised by the international scientific community and environment friendly applications which contribute to improving the agro-food sector competitiveness and sustainability.
- ***Our customer's satisfaction and loyalty***, offering transferable solutions with high added value adjusted to their needs and expectations within a framework of trust and transparency ensuring correct handling of their claims and complaints.
- ***Efficiency and on-going improvement of activities and management*** which we carry out including the organisation risk management.
- ***Excellent supplier management***, which ensures equal opportunities and treatment, incorporating: economic austerity, environment sustainability and social solidarity criteria in our purchases and hiring..
- ***Proactive dialogue with sector players***, based on service criteria with ethics and information transparency.
- ***Commitment to environment sustainability***, via pollution prevention, reduction in environmental impacts derived from our activity and incorporating the sustainability concept in both our strategic targets and day-to-day management.
- ***Commitment to Society***, broadcasting knowledge and technologies via scientific and technical publications, likewise contributing to forums and congresses, fostering good practices, assigning resources to initiatives supporting balanced solidarity global development, attending to the demands of groups of interest.
- ***Commitment of all staff*** to guarantee the confidentiality of the information within the workplace, as well as impartiality with respect to the results issued.

This excellence policy is supported by ***people within a flexible and transparent organizational structure, managed by processes, result-oriented and with a Direction committed to ensuring the right conditions, sufficient means and supervision.***

Manager Director

Mrs L. Barañano

