



 **saam**®

Quality Policy

At SAAM we supply towage services, assistance with maneuvers, marine operations and comprehensive logistical services, providing solutions with operational excellence for our customers.

This Policy is a guideline for our Quality Management System, which is the foundation for defining and monitoring our measurable objectives.

By complying with this Policy, we aim to create value for our stakeholders, while maintaining due respect for the community and the environment, through the following principles:



Evaluate and work to increase customer satisfaction.



Foster a culture of integration, quality and collaboration that contributes to the continuous improvement of processes and our operational excellence.



Promote a responsible, process-based management system, positively impacting the quality of our services and our main stakeholders.



Incorporate suppliers and contractors into our value chain, extending the scope and control of our quality standards defined for providing services.



Encourage commitment from our employees and work to develop their skills and competencies.

The executive management teams of SAAM and its subsidiaries are committed to allocating the necessary resources for proper implementation and compliance with this policy. In addition, we guarantee compliance with the legal requirements in each country where we operate and all other standards adopted voluntarily or agreed upon with our key stakeholders.

Macario Valdés Raczynski
Chief Executive Officer