

# Quality policy



## Our common commitment to quality is to:

- 1. Understand and leverage the consumer and customer needs and trade feedback** by incorporating these into our products, services and management system processes from design and development through production, delivery, fostering a customer-centric culture, and offering safe products to our customers and patients.
- 2. Implement, maintain and continuously improve an efficient Quality Management System** that serves the organization, increases profit and always is compliant to legal, regulatory requirements and all Internationally recognized standards applicable. Ensuring that all relevant processes are documented, controlled, systematically reviewed, representing the mirror of everything we do.
- 3. Allocate resources that have the appropriate education, training and competences** to ensure end to end process execution and expectations.
- 4. Establish SMART objectives and targets connected to our strategy** that will lead to efficient and profitable business, and leverage data-driven decision-making.
- 5. Contribute to our Quality Targets:**
  - 0 Complaints
  - 0 Cost of non-quality
  - 0 Non-Compliance

*Quality is essential in all pillars of our strategy.*



All our employees understand and directly contribute to a successful implementation of this policy through all levels of our organization.

Approved by:  
Gustavo Calvo Paz

Function:  
CEO

Date: 10.04.2025

Signature: