

## Quality Policy.

BIOLAN HEALTH, S.L., ensures the quality of its products and services by complying with the commitments in accordance with the requirements of the EN-ISO 13485:2016 Standards, also including ALL the safety and operation requirements of Regulations 2017/746 and 2017/745.

The Management of BIOLAN HEALTH, S.L, is aware of the importance of satisfying the needs of our customers, as well as advancing in our continuous improvement, and for this, our Quality Policy is based on the following basic values and principles:

- 1. COMMITMENT TO QUALITY:** We understand that our organization is made up of a series of processes that interact with each other, and that, the success of our work is based on their control and continuous improvement, allocating technical and human necessary resources for this purpose.
- 2. TRUST IN PEOPLE:** We promote participatory work based on people's honesty, trust, integrity and responsibility, developing for this purpose methods and habits for teamwork, to motivate, involve and commit people at all the projects and areas of the company, and therefore, with the Quality management system.
- 3. CUSTOMER ORIENTATION:** Satisfied customers are the only guarantee for the future of the company. Bearing in mind their current needs, complying with the legal and/or regulatory requirements that apply and anticipating the future needs, as well as directing our work towards their satisfaction, is our main priority.
- 4. RELATIONSHIP MANAGEMENT:** Two-way collaboration with our suppliers, subcontractors, collaborators and other interested parties, with the mutual objective of creating a work environment that allows us to achieve the most demanding levels of quality and customer satisfaction. Establish effective control of relationships to meet the necessary quality, legal and regulatory requirements, and prevent, reduce or eliminate factors that negatively affect the quality and safety of the products and services provided.
- 5. INNOVATION:** We are based on continuous improvement with the establishment of improvement objectives and the application of new technologies, materials and systems, strengthening continuous innovation as a fundamental pillar of our competitiveness.
- 6. COMMITMENT TO THE ENVIRONMENT:** Respect for and conservation of our natural environment is paramount in the company's philosophy, with the use of good practices and the recycling of materials.
- 7. ECONOMIC SUSTAINABILITY:** We work optimizing the management of the resources available in order to maximize the profitability of each project.
- 8. CORPORATE SOCIAL RESPONSIBILITY:** We are aware of our responsibility as a company to the society, maintaining a commitment to social cohesion and making our contribution in areas such as gender equality, the social integration of different people with disabilities, etc.

We achieve all of these, thanks to the total involvement of the management bodies in the management, decision-making and improvement of the company, and the commitment of all the people who make up BIOLAN HEALTH, with the conviction that **satisfying internal and external customers** will guarantee our success.

Zamudio, December 2022.



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