

Chapter Title:

MANAGEMENT POLICY

Code

Chapter 6

Edition

00

Date

17/02/2022

6. Management policy:

Mestrelab Research SL is committed with the discovery, development and delivery of innovative software solutions for the chemical, biotech and pharmaceutical industry and research organisations.

To fulfill this commitment, **Mestrelab Research SL** has an exceptional staff of more than 60 people.

It defines its Management Policy with the fundamental objective of consistently developing an intelligent digital environment that supports the globalization, connection and automation of laboratories in the pharmaceutical, biotechnological and chemical industries, as well as universities and government research centers; enhancing customer satisfaction through the effective application of the system, including processes for system improvement and ensuring compliance with customer and applicable statutory and regulatory requirements.

Our MISSION is based on our desire to continue growing and improving in all the activities we carry out and, for this reason, we have decided to implement an Integrated Quality Management System based on the international standard UNE-EN ISO 9001 that allows us continuous improvement that we have always tried to maintain and the fulfillment of all our objectives with the ultimate goal of improving the service that **Mestrelab Research SL** provides to all its clients.

The VISION focuses on becoming a leading company in its sector, as well as satisfying the needs and expectations of present and future customers. To do this, from **Mestrelab Research SL**, starting from solid principles, maintaining quality and efficiency standards through the continuous improvement of its entire organization, it is intended to achieve the loyalty of all our customers.

It is a commitment of the Company and an individual responsibility of each member of the group, which is reflected in concrete actions that improve the professionalism and quality of service in its products, all as a result of continuous improvement and the incessant search for cooperation and satisfaction of Suppliers and Clients.



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For this reason, the Management declares the Quality Management System, in accordance with the requirements of the International Standard UNE-EN-ISO 9001:2015, as a strategic and priority objective, finding its foundations and commitments in compliance with the following points:

- We adopt the maxim that the quality of our service is a key and necessary factor for the survival of our company.
- This factor and its continuous improvement will be the responsibility of each and every one of the people who make up the staff, assuming all the members of **Mestrelab Research SL**, the permanent commitment to comply with the applicable legal and regulatory requirements, as well as other requirements. that the organization subscribes related to when developing its work.
- Quality is supported by a Continuous Improvement Plan for both the service provision processes and the effectiveness of the Integrated Management System, in which the prevention of errors is a fundamental aspect.
- Projecting an external image of **Mestrelab Research SL** focused on improving user satisfaction, for which we train and sensitize staff on this matter, encouraging participation.
- Increase the performance and general efficiency of **Mestrelab Research SL**, taking into account the needs of customers and their evolution. To this end, the strategy of **Mestrelab Research SL** and compliance with the Objectives, whose frame of reference is constituted by the principles adopted in this declaration, will be periodically reviewed.
- Quality and its improvement are the responsibility of all the members of **Mestrelab Research SL** starting from the management itself.
- Quality is obtained by planning, executing, reviewing and improving the Management System, bearing in mind at all times the context of the organization, both internal and external.
- Quality is based on the Continuous Improvement of both production processes and service provision, as well as the effectiveness of the Integrated Quality Management System, in which preventing errors is a fundamental aspect.

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- Quality leads us to pay maximum attention to technological evolution and potential improvements that new technologies make available to us.
- Quality requires everyone's participation and collaboration, so this Policy is disseminated to all Company personnel for their knowledge and understanding.

Mestrelab Research SL, has as a basic and permanent priority the continuous improvement of processes, through the search for the highest quality, so that the expectations of our CUSTOMERS and SUPPLIERS (and of all interested parties) are met through the commitment to the entire organization to meet its needs and requirements, as well as the current legal and regulatory requirements in environmental, quality and health and safety matters, those of the products/services provided, as well as other requirements that the company subscribes to.

Management establishes the necessary measures to ensure that this policy is disseminated and extended to all areas of the organization and is implemented, reviewed and kept up to date, in addition to being available to the public, responding positively to legitimate demands for information.

This commitment requires attitudes of collaboration and participation at all levels. For this, information, communication and increased competence of the staff are essential. We will develop our activity always bearing in mind that THE RESULT OF OUR WORK MUST:

ENSURE CUSTOMER SATISFACTION

Thus, it is the responsibility of the Managers and all the staff of **Mestrelab Research SL**, the correct compliance with these guidelines and their implementation.

This Management System Policy will serve as a framework for establishing the annual objectives.

It will be reviewed periodically in order to verify its adequacy to the actual way of acting of the Company. In order to be known by the Company's personnel, the Management System Policy will be publicly displayed in the premises of **Mestrelab Research SL**.

Signed Management

