	MANAGEMENT SYSTEM MANUAL			
Chapter Title: MANAGEMENT POLICY	Code		Ch. 6	
	Edition	01	Date	01/09/2025

6. Management Policy:

Mestrelab Research SL is committed to the discovery, research, design, development and delivery of innovative software solutions for the chemical, biotechnology and pharmaceutical industries and research organizations. In addition, since the opening of its new Research Centre, it has provided spaces, scientific laboratory equipment and supplies to companies belonging to these industries.


To fulfill this commitment, **Mestrelab Research SL** has an exceptional workforce of more than 70 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 system implementation, including processes for system improvement and assurance of customer compliance and applicable legal and regulatory requirements.

Our MISSION is to offer high-quality software tools and services for the scientific research community, continuously strive to achieve the latest in graphical user interfaces, software integration, research and software science, and be proactive in research and collaboration with third parties prioritizing the use of AI. In addition, it 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 expand the scope of the implementation of the Integrated Quality Management System based on the international standard UNE-EN ISO 9001 to allow us the continuous improvement that we have always tried to maintain and continue to meet all our objectives with the ultimate goal of improving the service that **Mestrelab Research SL**, lends to all its customers.

The VISION focuses on becoming a leading company in its sector, as well as on meeting the needs and expectations of present and future customers. To this end, **Mestrelab Research SL**, based on solid principles, maintaining uncompromising quality, a customer-centric approach, creating accessible innovation, complying with ethical standards, offering exceptional, accessible, reliable and effective support through the continuous improvement of its entire organization, aims to achieve the loyalty of all our customers.


It involves a commitment by the Company and an individual responsibility of each member of the group, which is reflected in specific actions that improve the professionalism and quality of service in its products, all as a result of continuous

	MANAGEMENT SYSTEM MANUAL			
Chapter Title: <p style="text-align: center;">MANAGEMENT POLICY</p>	Code		Ch. 6	
	Edition	01	Date	01/09/2025

improvement and the incessant search for cooperation and satisfaction of Suppliers and Customers.

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 the fulfillment of the following points:

- We adopt the maxim that, with the quality of our service being 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 the development of its work.
- Quality is based on 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.
- To project an image of **Mestrelab Research SL** to the outside world focused on improving user satisfaction, for which we train and raise awareness among staff in this area, encouraging participation.
- To increase the performance and overall 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 the fulfilment of 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, keeping in mind at all times the context of the organization, both internal and external.
- Quality is based on the Continuous Improvement of both the production processes and the provision of the service, as well as the effectiveness of the Integrated Quality Management System, in which preventing errors is a fundamental aspect.
- Quality leads us to pay the utmost attention to technological evolution and to the possible improvements that new technologies make available to us.
- Quality requires the participation and collaboration of all, so this Policy is disseminated to all the Company's personnel for their knowledge and understanding.

	MANAGEMENT SYSTEM MANUAL			
Chapter Title: MANAGEMENT POLICY	Code		Ch. 6	
	Edition	01	Date	01/09/2025

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 all interested parties) are met through the commitment of the entire organization to comply with their needs and requirements, as well as the legal and regulatory requirements in environmental matters. of quality and health and safety in force, those of the products and 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 requests for information.

This commitment requires attitudes of collaboration and participation at all levels. To this end, information, communication and increased staff competence are indispensable. We will carry out 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 the establishment of annual objectives.

It will be reviewed periodically in order to verify its adequacy to the Company's real way of acting. In order for it to be known by the Company's Personnel, the Management System Policy will be publicly displayed at the facilities of **Mestrelab Research SL**.

Signed Management





MANAGEMENT SYSTEM MANUAL

Chapter Title: MANAGEMENT POLICY	Code		Ch. 6	
	Edition	01	Date	01/09/2025

Edit Control

EDITION	DATE	NATURE OF THE EDITION
00	17/02/2022	Initial Edition
01	01/09/2025	Update on the new ISO process and scope, the increase in the number of employees and the inclusion of environmental policies.