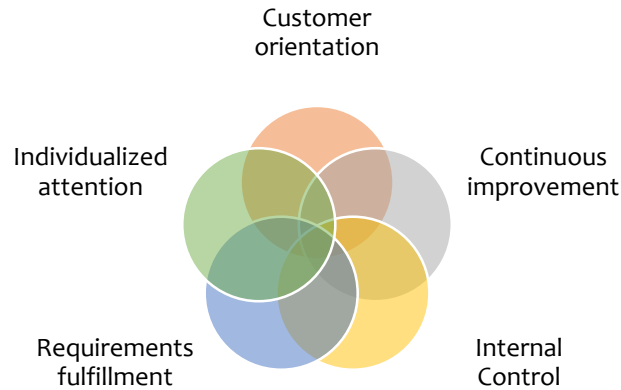


## QUALITY POLICY

Clinical Research and Clinical Trials Unit manages the clinical studies promoted by INCLIVA or by an independent clinical research that requires their services. The performance of this service is conducted by the following criteria.



### a. Requirements fulfilment

The staff is committed to meeting the **requirements of our customers**. Likewise, the organization knows and assumes compliance with legal and regulatory **requirements** that affect the provision of the service. To meet these requirements, our Management System is aligned with international standards and its transparency and compliance is ensured through its continuous verification by external and independent organizations.

### b. Continuous Improvement

We consider the normalization of the activities of the institution and its continuous improvement very important to continuously increase customer satisfaction. Therefore, our quality management system gives special importance both to the identification and solution of errors and to the awareness of their prevention

### c. Customer Orientation

The organization is not only committed to the attention and satisfaction of the **needs expressed by customers**, but constantly seeks to exceed their expectations. We evaluate our performance and the satisfaction of our customers through instruments for measuring perception, and analyse this information to detect deficiencies and establish improvement actions.

### d. Individualized attention

We are committed to providing the most appropriate service to the needs of each of the projects we manage according to the different characteristics that they may present. Adaptation is always governed by the applicable policies and regulations, and by the interest of contributing to the achievement of the objectives of the project and of the INCLIVA IIS.

### e. Internal Control

The Direction establishes the guidelines and provides the support and resources necessary for the development of the activities of the Management Structure, thereby demonstrating its commitment to quality. Consequently, all personnel involved in the provision of services **assume responsibility** for the tasks they perform, valuing at all times, compliance with relevant regulations to comply with the established requirements and their constant improvement.