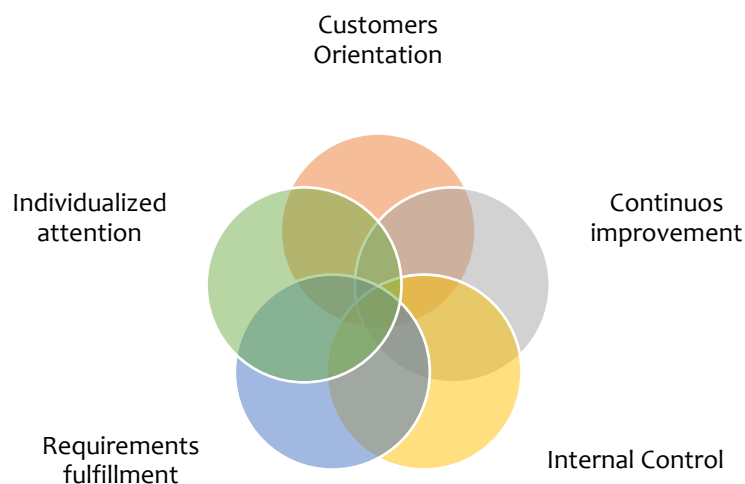


## 1. QUALITY POLICY

The Biobank of the Institute of Biomedical Research INCLIVA, in the search to consolidate its vision of being a stable and lasting platform of public service to biomedical research of excellence, establishes this quality policy that is constituted in compliance with the following sections:



### a. Requirements fulfillment

The INCLIVA Biobank, and its staff, are committed to meeting the **requirements of our customers**. Likewise, we assume compliance with the applicable legislation and regulations, as an indispensable element for the provision of the service. To ensure compliance with these requirements, we have a Management System aligned to international standards, whose transparency and compliance are continuously verified by external and independent organizations.

### b. Continuous improvement

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

### c. Customers 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 analyze 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 our clients and interest groups, according to the different characteristics that they may present. The adaptation of the service 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 the INCLIVA.

### e. Internal Control

The Biobank Scientific Director establishes the guidelines and provides the necessary support and resources for the development of the activities of the organization, thereby demonstrating its commitment to quality. Consequently, all personnel involved in the provision of services **assume responsibility** for the tasks they perform, observing at all times, compliance with applicable regulations, with the ultimate objective of complying with the established requirements and their constant improvement.