



QUALITY POLICY

The Management of **Bio Chem Srl** is committed to identifying and pursuing a policy aimed at meeting market and customer needs, in order to ensure the provision of services in compliance with all applicable mandatory requirements.

The **QUALITY POLICY** requires that, in accordance with the Company's mission, the management of all business processes be conducted in accordance with the principles and requirements of the Integrated Management System, pursuant to ISO 9001:2015 / UNI EN ISO 9001:2015 AMD 2024 and ISO 13485:2021 standards.

This system covers the organizational and technical activities applied throughout the Company in a systematic, planned and documented manner, with the aim of achieving the following objectives:

- continuous improvement of process management methods to achieve increasingly better qualitative and quantitative results;
- implementation of changes to business processes aimed at improving the Organization's approach to climate change;
- achievement of a high level of effectiveness and efficiency in training activities, with a view to ensuring an appropriate quality-to-cost ratio and full compliance with the commitments undertaken towards Customers and with applicable mandatory legal requirements.

The achievement of the objectives established through the Quality Policy, including the specific performance indicators used to assess the effectiveness of the actions undertaken to meet climate-change-related requirements, will also be pursued through the diligent and consistent application of the provisions set out in the Quality Manual, which defines and describes the Quality Management System implemented by the Company.

The Organization's Top Management is committed to ensuring the full implementation and continuous development of the Quality Management System to strengthen and improve the Company's image, also through the commitment and professionalism of all Company personnel.

Customer satisfaction is pursued by providing and adapting all processes to meet the Customer's specific needs, both implicit and explicit, identified through periodic reviews and updates concerning the services provided.

The Customer plays a central role in the success of **Bio Chem Srl**. It is therefore essential to understand Customers' needs in depth, provide services that meet their requirements and expectations, and achieve a high level of customer satisfaction.

Although **Bio Chem Srl**, due to the small size of the Organisation in terms of its structure and organization, operates within certain limitations, the Company is committed to translating its mission into the following set of quality objectives:





- ☞ continuous improvement of the effectiveness of the QMS, considered essential to appropriately demonstrate to potential Customers the Company's ability to reliably provide increasingly high-quality services in line with its mission;
- ☞ improvement of the Company's image and reputation in the market through an increase in the number of Customers, growth in turnover, geographical expansion of **Bio Chem Srl**, and entry into new market areas;
- ☞ satisfaction of interested parties (Customers, employees and suppliers) through maximum cooperation with all interested parties and the evaluation of performance indicators designed to assess the effectiveness of the actions undertaken to meet the climate-change-related requirements of interested parties, based on the belief that mutually beneficial relationships can enhance the Company's ability to create value for Customers;
- ☞ compliance with explicit and implicit contractual commitments, ensuring that contractual terms and conditions are fulfilled in accordance with applicable legislation, regulations, operational agreements and service requirements;
- ☞ maintaining effective communication with Customers: **Bio Chem Srl** establishes an ongoing exchange of information with Customers in order to develop and provide services capable of meeting their needs and addressing their specific issues;
- ☞ providing Customer support, based on the belief that a high level of satisfaction of Customers' needs and expectations can consistently contribute to enhancing the Company's image in the market;
- ☞ adoption of the most advanced Customer-support techniques, pursued through continuous training and professional development of employees and collaborators, who are characterized by a high level of professionalism and competence, operate in different regions of Italy, hold positions of responsibility, and provide innovative and highly specialized services and products (eCTD);
- ☞ compliance with applicable legislation, including occupational health and safety legislation. Management firmly believes that working according to the principles of Quality and Safety is an essential element in ensuring and promoting the satisfaction and well-being of employees, Customers and interested parties. In consideration of the COVID-19 emergency, a specific protocol was adopted to ensure safe work organization for all interested parties;
- ☞ monitoring the evolution of the external and internal context, which guides the Organization's policy and strategic decisions.

By achieving these objectives, the Company aims to establish a strongly Customer-focused organization, strengthen its effectiveness in the market, and make customer satisfaction a distinguishing factor in a highly competitive market.

Specific objectives shall be defined annually by Management and communicated to all employees.

The UNI EN ISO 9001:2015 / UNI EN ISO 9001:2015 AMD 2024 and UNI EN ISO/IEC 13485:2021 standards represent valuable tools for effectively ensuring the quality of the services provided and for gaining an increasingly in-depth understanding of the needs of the market and Customers, as well as the expectations of all interested parties, through context analysis.

Management has established a Code of Conduct as a key instrument for achieving the objectives established under this Quality Policy.

All *Bio Chem Srl* personnel and collaborators shall comply with this Code, which is communicated together with this Quality Policy.

The Code of Conduct is based on the following principles:



- ☞ providing Customers with clear and truthful technical and commercial information, enabling them, through adequate knowledge, to make informed, prudent and cost-effective choices;
- ☞ building relationships with Customers based on the principle of productive *business-to-business* cooperation;
- ☞ addressing problems by identifying areas of agreement and fairly mediating areas of disagreement. Working to strengthen relationships by seeking solutions to mutual needs, with the aim of continuously building rather than damaging relationships;
- ☞ maintaining the highest standards of fairness and integrity in dealings with Suppliers, avoiding personal relationships that could lead to favouritism or discrimination, and ensuring that no operational arrangements exist outside the established business relationship;
- ☞ carrying out one's work with commitment and dedication, cooperating constructively with colleagues, providing support and guidance, and addressing errors or inappropriate use of Company assets;
- ☞ preventing and reducing risks to workers' health and safety, in particular by:
 - preventing risks at source, including during the design phase, selection of materials, and identification of methods and technologies;
 - ensuring that workplaces are suitable, safe and ergonomic for the activities performed;
 - protecting workers' health through continuous health surveillance and assessment;
 - reducing occupational accidents and work-related diseases affecting employees;
- ☞ maintaining an attitude of the utmost respect for the environment through:
 - rationalization of the use of resources;
 - reduction of resource consumption through policies aimed, wherever possible, at limiting electricity consumption and paper use, promoting remote working and sustainable business travel;
 - effective waste management.

The Management of **Bio Chem Srl** periodically verifies that the Quality Policy remains appropriate to the Company's purpose and context, is implemented and shared at all levels of the Organization, and establishes the Company's objectives for continuous improvement and Customer satisfaction.

Date

January 30,2026

Sole Director

Prof. Nicola Lena Cota