QUALITY POLICY

Galaria's management, within its responsibility for the company's **QUALITY ASSURANCE SYSTEM**, has established the **quality policy** to be followed and the objectives to be achieved within it.

Our policy reflects a real compromise with the requisites and expectations of our clients, as well as meeting the corresponding legislation and constantly improving our quality assurance system.

Galaria's management believes that the participation and involvement of all our employees are key for our quality assurance system to work efficiently and to achieve all the objectives we set.

Our quality policy is based on the following principles, which in themselves are **our objectives**:

- Our first priority is the full satisfaction of our clients.
- We must efficiently use all resources necessary to provide our clients with a reliable service, strictly meeting all applicable requisites.
- We must tirelessly work on continuous improvement of our processes, products and services. For this, we set short-, medium-, and long-term objectives.
- It is absolutely necessary that all employees are engaged with fulfilling our objectives, of course with full support from Management.
- We must adjust and improve the processes and activities in the company so that we meet the contents and requirements of the ISO 9001.

The quality policy is a key part of our company's culture and must be known and understood by all employees. To this end, it is available on our website and on the work centres.

Our Quality Manual document sets out the requirements and philosophy of the company's quality assurance system. It is a responsibility for all employees to know and follow all the principles contained within it, as well as any other protocols and manuals which may apply to each activity performed.



We pay special attention to OCCUPATIONAL HEALTH and RISK PREVENTION, and for their management we rely on the following structure:

RELATED CONTENT

Quality certificate

MORE INFORMATION

Who are we?

Directory

Center for Manufacturing of Advanced Therapies

GENERAL:

- Management.
- Directors/Department managers.
- Medium management (Area managers, Supervisors, …).
- Employees.

SPECIFIC (prevenTIOn):

- General coordinator for prevention.
- Coordinators/colaborators: 2 per area.
- Health and Safety comittee: includes representation from employees and management.
- Prevention comittee. Employee representatives.
- External and independent prevention service.