LABORATORIO CIFGA S.A. has been constituted with the mission of producing, purifying, certifying and commercializing reference materials and quality controlled standards of biotoxins.

LABORATORIO CIFGA S.A. management, aware of the importance of **quality** to achieve the objective of being a reference company in the commercialization, production, purification and certification of reference materials and quality controlled standards of biotoxins, has decided to develop the quality management by implementing a *Quality Management System* effective and efficient, achieving benefits for all stakeholders, with the commitment of the management with the continuous improvement, the adaptation to new changes and the impartiality in its activities.

Laboratory Director will promote the concept of continuous improvement as a permanent objective, as well as the sustainment and increasing of the satisfaction of all the customers.

General guidelines established to meet these *objectives* are:

- ✓ Achieve full *satisfaction of all the customers*.
- ✓ Establish a documented system (or standardization) to assure the quality in all the aspects related to the production, purification and commercialization of reference materials and quality controlled standards of biotoxins, including quality of the materials (correct determination of specified properties), characterization (equipment calibration and use of appropriate measurement methods), assignment of property values (use of appropriate statistical procedures for data evaluation) and procedures for materials handling, storage and transport.
- ✓ Implement the *continuous improvement* as a standard practice in **LABORATORIO CIFGA S.A**.
- ✓ Fulfill the requirements demanded in the reference standards (specifically in ISO 9001) and the applicable legal requirements. In particular, for reference materials meet the requirements indicated in ISO 17034 and the definitions from ISO Guide 30, calculate the certified values according to ISO Guide 35 and issue certificates with the characteristics demanded in ISO Guide 31, and perform all tests and calibrations according to ISO/IEC 17025 standard.
- ✓ Provide enough material and human resources to fulfill all the applicable requirements. In particular, assure the impartiality of the direction and the personnel, identify continuously risks related to impartiality and establish appropriate actions to minimize or eliminate them.
- ✓ Communicate to all the staff the importance of satisfying customer requirements.
- ✓ Guarantee confidentiality of the information provided by stakeholders.
- ✓ Raise awareness of the staff about the importance of implementing the guidelines, policies and procedures established in the management system.
- ✓ Evaluate the results of the activities developed by the laboratory to monitor the implementation of the quality system and ensure the continuous improvement of the system and the commitment to professional good practices and quality of reference materials and quality controlled standards.

Quality Management System has been developed and must be maintained in such a way that work should be carried out to prevent the defects, rather than to correct them.

Efficiency of the Quality Management System is a direct responsibility of the Management. In his name and representation, the Quality Manager will oversee its implementation, development and maintenance, evaluating its suitability and correct application.

For that purpose, the Quality Manager has the necessary authority to intervene in all the areas of **LABORATORIO CIFGA S.A.**, in the appropriate extent, to verify the effectiveness of the Quality Management System.

As Laboratory Director, I am committed to developing the quality guidelines set in this policy and in the documentation of the Quality Management System.

SIGNED: LABORATORIO CIFGA S.A. DIRECTOR

D. SEVERINO FERNÁNDEZ CASCUDO