

## THE QUALITY POLICY OF SYSTELAB TECHNOLOGIES, S.A.

**"Safe, Quality software from a committed team"**

SYSTELAB conceives **quality** as a broad concept that extends to all the areas of activity of the company, which exceeds its purely formal aspects and develops criteria of **pragmatism, efficiency and flexibility**. The **Quality Policy** of SYSTELAB is an instrument that reinforces the **cohesion and corporate identity** and provides a framework for us to conduct our business in a responsible and sustainable way.

Quality is key to ensuring **competitiveness and compliance**. The management of SYSTELAB takes on the aim of achieving optimum levels of quality for the products and services of the company, translated into **meeting customer and public health needs and safety**, on time and at a reasonable price.

**The degree of satisfaction of the interested parties** corresponds to the level of compliance with the explicitly reported **customer requirements, regulatory requirements** and those identified by employees, distributors, providers and any other interested party. Its evolution occurs through the active verification of such compliance.

The quality objectives include the **safety** of people and goods involved in the use of our products and services. We expressly avoid offering unsatisfactory products or services from the safety point of view, fitness for use, or environmental impact.

The Management entrusts to the **Corporate Quality Committee** the planning, development, implementation and maintenance of the **Quality System** of SYSTELAB.

The contribution of the SYSTELAB staff is a key element for the achievement of the quality objectives. The management shall ensure that the quality policy and objectives are published and known to the staff of the organization at all times, and that staff have the training and the appropriate means to make them a reality.

Finally, the management is committed to the continuous improvement of corporate quality, **establishing specific objectives for improvement and risk contention, including continuous adherence to changes in regulation**, and the measurement of our progress. The conclusions of the improvement activities may be reflected in changes to both the quality system and - if necessary - the quality policy.

Josep Ejarque, VP  
January 10, 2020

