

## **QUALITY AND COMPLIANCE POLICY**

ASPHALION S.L. is a scientific consultancy that offers regulatory and pharmacovigilance services. The company was founded with the aim of supporting pharmaceutical companies by providing value-added solutions that enable them to achieve their objectives while optimizing time and resources.

Our philosophy is based on achieving the satisfaction of our customers by engaging a highly-qualified professional team and offering high quality services and advanced technology, fulfilling all the legal requirements that apply to the firm.

### **QUALITY**

The objective of the quality policy of our company is to guarantee the quality of our services by continuously monitoring the executed services and reviewing our client's satisfaction with the aim of continuous improvement. In line with this, we have implemented a quality management system based on the UNE-EN ISO 9001.

Therefore, at ASPHALION S.L. we are committed to make every effort to:

- Ensure excellence in all the services provided, promoting continuous improvement of our services and the management of the company.
- Meet and exceed the needs of our customers.
- Ensure high qualification, full responsibility and continuous training of all personnel of the organization.
- Involve staff of the organization in company management activities and seek continuous improvement.
- To comply with the legal requirements and other requirements applicable to the organization.

## COMPLIANCE

ASPHALION S.L. is committed to:

- Comply with the laws and regulations in countries in which it operates as well as the Code of Conduct and other established internal procedures.
- Have zero tolerance towards behaviour that could result in breaches of law, corrupt practices or unethical professional conduct.
- Constitute a compliance body aimed at preventing the committing of crimes, to guide the design of appropriate control measures and to analyse the effectiveness of the system. This body is independent with due authority, freedom of initiative and freedom of control.
- Promote training and communication of the compliance model to everyone in the company so that they may be familiar with and understand the rules and compliance commitments necessary for their activity.
- Encourage staff to report facts or suspicious behaviour, ensuring the absence of reprisals against those who make such allegations.
- Should it be necessary, apply disciplinary sanctions under existing labour laws and the applicable collective agreement.

ASPHALION S.L. is committed to continuous improvement of the effectiveness of its management system.

Also, to ensure that this policy is met, the Steering Committee is committed to define objectives consistent with this and to review the system periodically to ensure their effectiveness.

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