

The main objective of Casa Álvarez is to study and satisfy the expectations and needs of our clients, while minimizing the environmental impacts that are associated with the activity we carry out. To achieve this, a Quality and Environmental Management System has been established, the scope of which is:

"Marketing, distribution management and after-sales of health products (pathological anatomy, histology and cytology) for hospitals and research and teaching centers"

according to the UNE-EN ISO 9001: 2015 and UNE-EN ISO 14001: 2015 standards, whose commitments are:

CONTINUOUS IMPROVEMENT



Promote the continuous improvement of the Management System for the improvement of quality and environmental performance.

Together with the commitment to learning and evolution, with the aim of providing the best service to our clients to guarantee the presence of our company in the market. Under the central pillars: Seriousness, Experience, Service and Advice.

CUSTOMER SATISFACTION



Promote increased customer satisfaction in the marketing of the products offered by Casa Álvarez. Given that the complete satisfaction of our customers is not only given by the quality of the product, but also by the quality of the services provided, we consider that both factors are key, so that any incident in this regard will be analyzed and studied with the importance that they deserve, in order to constantly improve in these fields.

QUALITY

Demand the assurance of the **Quality of the products** by suppliers and constantly seeking technological innovation in the means of manufacturing and control, which will be essential to obtain the highest quality, the highest performance and gain competitiveness in the sector. Attend to the training and motivation needs of the staff, to encourage the use of the **technical resources** available.



ENVIRONMENTAL PROTECTION

To protect the environment, including pollution prevention.

OBJECTIVES



Establish and review the objectives of the Management System, taking as a reference the commitments included in this policy and ensuring the provision of resources and information that are necessary for their achievement.

FULFILLMENT OF REQUIREMENTS



Comply all applicable legal and regulatory requirements, as well as any other commitment made in relation to the quality of the product or service provided and the environment.

Raise awareness to all Casa Álvarez staff of the importance of satisfying the legal and regulatory requirements of the clients.

This Policy is communicated at all levels in Casa Álvarez and is available to all relevant stakeholders of our Management System.

Madrid, March 2, 2020

Directorate General