

BIOLAN's Management Policy, which is set out below, represents the management's intention to ensure compliance at all times with the company's strategy in relation to the needs and requirements of customers, as well as to promote the training and participation of people through appropriate motivation and by establishing mechanisms that enable continuous improvement.

This policy is transmitted to each and every person in the organisation through different awareness-raising and internal communication activities, and is also available to any person or entity that may request it: customers, suppliers, collaborators, etc.

BIOLAN's Management Policy is based on the following values and basic principles:

1. **COMMITMENT TO QUALITY:** Complying with legal and other requirements, our organisation is built on a set of interacting processes in which control and continuous improvement ensure the success of our work.
2. **CONFIDENCE IN PEOPLE:** We promote teamwork based on the honesty, confidence, integrity and responsibility of people by developing methods and habits, and thus achieving to motivate, involve and engage people to all company projects and areas.
3. **COMMITMENT TO THE ENVIRONMENT:** Respect and conservation of our natural surroundings is paramount in the company's philosophy, ensuring the protection of the environment through the use of good practices, pollution prevention and recycling of materials. Encouraging better stakeholder behaviour and continuous improvement in terms of environmental sustainability are part of the company's environmental performance.
4. **CUSTOMER ORIENTATION:** Satisfied customers are the only guarantee for the future of the company. Keeping their current needs in mind and anticipating their future needs, as well as orienting our work towards their satisfaction, is our main priority.
5. **RELATIONSHIP MANAGEMENT:** Bi-directional collaboration with our suppliers, subcontractors, collaborators and other interested parties, with the mutual objective of creating a working environment that allows us to achieve the highest levels of quality and our customer satisfaction.
6. **INNOVATION:** We are based on continuous improvement with the establishment of improvement objectives and the application of new technologies, materials and systems, strengthening continuous innovation as a fundamental pillar of our competitiveness.
7. **ECONOMIC SUSTAINABILITY:** We work to optimise the management of the resources at our disposal in order to maximise the profitability of each project, the competitiveness of our products and achieve sustainable growth.
8. **CORPORATE SOCIAL RESPONSIBILITY:** We are aware of our responsibility as a company to society, maintaining a commitment to social cohesion and making our contribution to the Sustainable Development Goals (SDGs), in areas such as gender equality, social integration of people with different disabilities, etc.

We achieve all this thanks to the total involvement of the Management in the decision making, improvement and management of the company, and to the commitment of all the people who conform BIOLAN, with the conviction that **satisfying our Interested Parties** will guarantee our success.

Zamudio, 28 November 2022

Asier Albizu Lluvia  
CEO