

QUALITY POLICY

BIOLAN's Quality Policy, which is set out below, represents the management's intention to ensure at all times compliance 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.

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

1. **ENGAGEMENT TO QUALITY:** We understand that our organisation is made up of a series of processes that interact with each other, and that the success of our work is based on the control and continuous improvement of these processes.
2. **TRUST IN PEOPLE:** We promote participative work based on the honesty, trust, integrity and responsibility of people, developing methods and habits for teamwork, and thereby motivating, involving and committing people in all projects and areas of the Company.
3. **CUSTOMER FOCUS:** 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.
4. **RELATIONSHIP MANAGEMENT:** Two-way 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 customer satisfaction.
5. **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.
6. **COMMITMENT WITH THE ENVIRONMENT:** Respect and conservation of our natural environment is paramount in the company's philosophy, using good practices and recycling materials.
7. **ECONOMIC SUSTAINABILITY:** We work to optimise the management of the resources at our disposal in order to maximise the profitability of each project.
8. **CORPORATE SOCIAL RESPONSIBILITY:** We are aware of our responsibility as a company towards society, maintaining a commitment to social cohesion and making our contribution in areas such as gender equality, the social integration of people with disabilities, etc.

We achieve all this thanks to the total involvement of the management in the management, decision making and improvement of the company, and to the commitment of all the people that conform BIOLAN, with the conviction that satisfying internal and external customers will guarantee our success.

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