

# Quality Policy

The Management of **BIOTECHNOLOGY MEDICAL SERVICES K EUROPE S.L.**, in their efforts to secure the highest quality product, latest technology and best customer support daily, for:

**“The distribution of equipments and instruments intended for education, clinical testing, medical research, research and diagnosis, intended for ultimate use in universities, laboratories, hospitals, medical vehicles, mobile clinics and blood banks.”**

Hereby establish the below Quality Policy, supported by its Strategic Management and based on the:

## Vision

We aspire to be the **best solution provider** for laboratory, hospital and blood bank equipment in each of our markets, in the Middle-East and Africa regions.

## Mission

We strive to **bring care to healthcare** by supporting our trusted network of qualified local dealers, by **providing them with premium products** with the latest technology. In line with the dream of **being a part of something bigger**, we are dedicated to help medical centers, blood banks, hospitals and laboratories to grant the best diagnostics and treatment equipment.

We aim to **be a partner**, by devoting all needed resources, to our customers, suppliers, forwarders, employees, and ultimately the patients, to resolve all matters in the shortest time possible, while **upholding ethics and preserving integrity**. We believe that we can only **grow alongside with our local ambassadors** by promoting social and environment responsibility, and relationships based on **loyalty and trust**.

## Values

Be sensitive to the needs of our stakeholders, and commit to a solution driven approach, customizing solutions for a fair, ethical, highly knowledgeable, implementable and timely resolution for all our stakeholders.

The Quality Policy of **BIOTECHNOLOGY MEDICAL SERVICES K EUROPE S.L.** and in accordance with the **UNE-EN-ISO 9001** norm, is committed to the following principles:

- Compliance to the requirements of the Management System and related requirements applicable to our industry / activity (regulatory and legal requirements, requirements of the UNE EN ISO 9001 norm, contractual and/or other applicable requirements)
- Commitment to **continuous improvement of the Management System**
- Commitment to **efficient controls for all processes** and their effects on the quality of our service, emphasizing:
  - Customer Relations
  - Quality of the Product offering and the Solutions offered by the organization
  - Utmost sensitivity, adaptability and responsiveness, to our stakeholder needs
  - Customized support and guidance per project.
  - Exceeding expectations regarding delivery times
- Commitment to clearly define the Quality Policy of our organization, ensuring the knowledge, understanding and application thereof, by the organization's personnel.
- Guarantee a stringent control of purchases and suppliers to ensure a portfolio of products the highest quality.

- Commitment to promote involvement and awareness of the personnel through the continuous training of employees, for the personnel to have genuine buy-in in the principle that "Quality is important for Everyone".

Madrid, March 19, 2026