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Business Policy

Creation:			Revision:	Authorization:
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REVISION HISTORY	**Date**	**Rev. No. /Amendment No.**	**Description**	
	02/04/2019	001	- Updating the document to the new document management platform and the new template. - Business Policy after merger.	
	20/10/2020	002	- Section 2.7 is included and the scope of the Microbiology laboratory is expanded.	
	12/05/2021	003	- The environment is included as an interested part in section 2.1.	
	15/05/22	004	-An approach to the management of risks and opportunities of our processes is included in section 2.1.	
	09/06/2022	005	-Reference to Brazil's RDC No. 665 of March 30, 2022 (Anvisa) is included	
	21/07/22	006	-Section 2.3 is included, focusing on respect as a basis for our labor relations.	

Contents

1 AIM AND SCOPE

To document the Business Policy governing the scope of the integrated system of quality management, information security, R&D&I and environmental management (hereinafter QMS) implemented at the Company. It is applicable to all personnel, activities and projects carried out at the Company and performed under the scope of the UNE-EN ISO 9001, UNE EN ISO/IEC 27001, UNE-EN ISO 13485, UNE 166002, UNE-EN ISO 15189 and UNE-EN ISO 14001 standards.

2 DESCRIPTION

Vitro is a biotechnology company that develops its activities in the field of diagnosis and related services. We are an organization oriented to the research, development, production and commercialization of research and diagnostic products for laboratories of Anatomic Pathology, Microbiology, Immunology and Molecular Biology.

From the Company's Management we establish and communicate our Policy, which is the basis on which our QMS is based and on which we establish our operation and our objectives:

2.1 The core of our business

We have established a QMS focused on managing the risks and opportunities of our processes that allows us to achieve our objectives and minimize the hazards we face.

We are aware that the continuity and growth of the Company is linked to the satisfaction of all our interested parties (Customers, Suppliers, Competitors, Partners/Collaborators, Distributors, Public Administrations and Users, Board of Directors, Employees, Setting, Environmental Associations and Information Security Committee). Therefore, our work is totally oriented to them, in order to capture and respond to their needs and expectations.

We wish to participate in a common project and act with professionalism, ethics and transparency, and we are committed to complying with all legal and regulatory requirements that apply to our activities (among them RDC No. 665 of March 30, 2022 of ANVISA -Brazil-).

2.2 The commitment of our employees is key

We have a competent team, aware and committed to the philosophy of the organization. We promote teamwork by facilitating continuous learning and creating a suitable work environment. We generate

opportunities that contemplate physical, social, psychological and environmental factors where dialog and cooperation are tools for progress and improvement.

We encourage teamwork in which our personnel feel fulfilled and protected at work. We increase the personal and professional satisfaction of the human team by enhancing their training and capacity.

2.3 Respect will be the basis of all relationships

Avoiding any type of verbal exchange or conduct - including jokes - that involves aggression or contributes to creating an intimidating work environment, avoiding any type of discrimination, humiliation or moral harassment. For this reason, discrimination based on gender, race, age, nationality, religion, sexual orientation, disability, family origin, language, political ideology, political or union affiliation or any other characteristic that is not objectively related to working conditions or whose consideration for these purposes is prohibited by applicable law is not permitted.

The company manifests zero tolerance for any type of harassment, and therefore does not support, promote or protect any form of harassment, whether sexual, gender-based, sexual orientation, occupational or personal, as well as any behavior that generates an intimidating, hostile, humiliating or offensive work environment. If you are aware of any conduct that may constitute discrimination, harassment or bullying, you have an obligation to report it as required by and through this Whistleblower Channel (Vitro S.A)

2.4 Continuous improvement is fundamental to our success

Our commitment is to continuously improve the effectiveness of our QMS through the exchange of knowledge and the search for innovative solutions for our production and management processes, integrating economic, technical and social aspects.

We increase the productivity and performance of the activities performed, we manage and optimize all processes as an interrelated system that allows the achievement of objectives and cost reduction.

2.5 R&D&I

The healthcare sector is in a constant technical and regulatory evolution that requires the company to be able to adapt continuously. We are committed to progress in diagnosis and research through the development of new innovative products/services to consolidate and improve the quality of existing ones by carrying out R&D&I projects as a differentiating element from the competition.

We identify ideas to satisfy new market needs or improve existing products or processes from which new R&D&I projects will be planned and developed to lead to new products/services.

We foster R&D&I activities that will imply the improvement of internal results transfer procedures in order to optimize technological innovation processes and therefore improve the results obtained.

We foster creativity among our personnel to generate innovative ideas that allow us to propose new R&D&I projects and/or provide solutions to identified problems associated with processes or projects under development in the Company.

2.6 Top quality products with the highest guarantee

We establish a systematic approach to identify, assess, evaluate, control and eliminate or minimize the risks associated with all products to ensure a maximum level of safety for the patient, the user and the environment.

We perform the necessary stability studies on the products to determine their efficiency and performance under adverse operating conditions and to determine the ideal working conditions, complying with the design requirements.

We establish an effective and rapid product surveillance system in the market to detect, record, classify, evaluate and manage adverse incidents occurring to the products manufactured and marketed, and when appropriate, notify the affected customers and the Health Authorities.

2.7 We protect information

Information is essential to us and its security is our greatest concern. For this reason, we have established the necessary control measures and we make our personnel aware of the need to guarantee the confidentiality, integrity and availability of the information

We define objectives that allow us to ensure data protection against external and internal threats.

2.8 Care and respect for the environment

We are committed to the care and respect for the environment in the daily exercise of each and every one of our activities, in our products and services, in order to protect, value and preserve it for future generations.

We comply with legal requirements and environmental standards by managing our waste, advocating recycling, pollution prevention and responsible energy consumption to minimize our environmental impact as much as possible, in line with the nature of our business.

We promote a spirit of cooperation and encourage environmentally friendly practices with the aim of getting employees to transfer good habits to their homes.

2.9 Our commitment to the results of the Microbiology and Anatomic Pathology laboratory.

We ensure the highest level of quality and professionalism in the performance of diagnostic tests included in our portfolio of services and diagnostic studies. These services include sample preparation, transport, storage and analysis, interpretation and validation of results, report issuance and consulting.

We avoid engaging in any activity that could undermine confidence in the competence, impartiality, reliability, or operational integrity of Laboratory personnel.

We promote the good professional practice of our personnel and the quality of the analyses performed.