

# POLICY ON QUALITY, SOCIETY & ENVIRONMENT

For us, Quality means satisfied Customer.

A satisfied customer is the one who comes back to us or recommends us.

For our customer we aim at:



**MAKING INNOVATIVE LIFE SAVING TECHNOLOGIES AVAILABLE TO THE REMOTEST PATIENTS IN EUROPE BY EMPOWERING THE HEALTHCARE PROFESSIONALS WITH THE MOST RELIABLE ECOSYSTEM OF INNOVATION & LEARNING IN A SUSTAINABLE AND SOCIALLY RESPONSIBLE WAY.**

Through the innovative medical technologies we provide, we have always made a goal to exceed our customers' high expectations for



**QUALITY, SAFETY & PERFORMANCE**

and to comply with the applicable regulatory requirements. We realized early on that only with the implementation of a solid



**QUALITY MANAGEMENT SYSTEM (QMS)**

we could overcome the challenges coming our way. Once our QMS was implemented, we made a permanent goal to maintain its efficacy & continuously improve it, by periodically setting & monitoring objectives aligned with our strategic objectives.

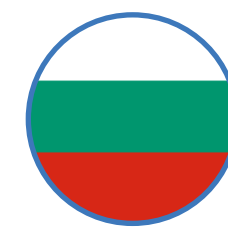
Besides the QMS, we also invested in a strong compliance policy, which has become a pivotal part of our practices.



**QUALITY & COMPLIANCE**

represent important pillars in our sustainable development and business growth could not be possible without our commitment and long-term investment in them.

This way we make a real contribution to the society because we don't only contribute through the taxes we pay, employment and investments but also through the training and education we provide for our employees and healthcare professionals and through setting good practices for other economic operators.



We have always been driven by long-term investments, thus, environmental sustainability, initially a collateral benefit, has become a strategic objective for us.

Today, we are also committed to systematically manage the environmental aspects in order to continue to operate in a safe workplace and healthy environment by:

- Ensuring pollution prevention, personnel awareness & education.
- Savings of natural resources and compliance with relevant legal requirements as to maximize the benefit for our customers, employees, partners, shareholders and other stakeholders.

This way we make a sustained contribution to the environmental and social pillars of our sustainable development.

## OUR STRATEGIC OBJECTIVES

# 1

Sustainable development through growth, profitability, environmental and social responsibility

# 2

Exceeding our customers' expectations while fulfilling regulatory requirements

# 3

Continuous development of a culture of transparency, learning and risk-based thinking while enabling team members reach their full potential through awareness & education

By putting **Passion** in everything we do, we are generating a **Synergy** that drives positive, sustainable **Change** for our patients, our customers, our medical community, our people, our partners, and for the society.