

CORPORATE POLICY REGARDING QUALITY, ENVIRONMENTAL, OCCUPATIONAL HEALTH AND SAFETY AND INFORMATION SECURITY

Euvitro SLU, EUGIN Foundation and the Centre for Infertility and Human Reproduction, S.L. hereinafter referred to as EUGIN Clinic and CIRH, describe their principles regarding quality, the environment, prevention of occupational risks and information security in their corporate policy, which will apply to all phases of EUGIN Clinic and CIRH's business, whether carried out directly in the centre of Barcelona, or in the follow-up processes for patients who do not have their place of residence within geographic proximity to the Clinic. It will apply to the clinical activity of diagnosis and treatment of sterility, including research activities undertaken by the EUGIN Foundation through the centre, as well as obstetric and gynaecological follow-up and administrative and support operations of the former. This Policy is established based on the following principles:

Committing themselves to achieving **Total Quality** by applying the **ongoing improvement** of processes to ensure compliance with patient expectations in all the services provided, by means of::

- **Patient satisfaction and the remaining stakeholders** through the quality of the service offered as a result of procedures for prevention, detection, correction and continuous improvement throughout the entire service delivery.
- The **ongoing monitoring of the context of our organisation** and through the analysis of its risks and opportunities in order to achieve the organisation's continuous improvement.
- **Promoting research and improvement projects** that lead to excellence in the services and activities undertaken in the clinic.
- Gathering patient opinion and **evaluating** their **degree of satisfaction**.
- **Involving the workers** in the definition, evaluation and continuous review of the objectives, instilling in them a service vocation that is of quality, as well as being safe and empathic.

The **active protection of the health and safety** of their workers and facilities as a basic principle for the advancement of EUGIN Clinic and CIRH's business, in order to ensure the safe carrying out of the activity for internal staff, patients and society in general.

Committing ourselves to the development of a sustainable business in the long term, by preventing pollution and minimizing the environmental impact of our operations. Making more efficient use of natural resources and energy.

To protect both the company's and our patients' information and the technology used for its processing, by means of the estimation of risks by following the evaluation criteria of EUGIN Clinic and CIRH in the face of threats, whether internal or external, deliberate or accidental, in order to ensure compliance with the confidentiality, integrity, availability, legality and reliability of the information.

The **provision** of the required human and material **resources** and the **continuous training** of internal personnel to ensure that activities are carried out in accordance with the standards of quality, occupational safety and environmental conservation, as well as to promote awareness and training in information security.

The **commitment to comply with the** legal, regulatory and other requirements subscribed by EUGIN Clinic and CIRH on a voluntary basis.

The ongoing review of the management system and dissemination at all levels of the organization of the policy in order to ensure that it is known and understood by all members of staff, as well as the periodic definition of objectives and goals for the follow-up of the processes.

A commitment to **social responsibility** with activities that have a positive influence on society, through the generation of jobs, the selfless collaboration with educational centres and research projects.

Both EUGIN Clinic and CIRH's management hereby stipulate that this Policy be known by all the personnel of the organisation, in addition to suppliers, collaborators, patients and other stakeholders, which can be consulted by anyone who deems it appropriate through our website (www.eugin.net / www.cirh.es)

Barcelona, 18 September 2017



Signed. **Eduardo González Martínez**
CEO EUGIN Group