



Laboratorios

In Laboratorios Entema we have established a General Policy that expresses our commitment to generate trust in our clients. To this end, everybody at Laboratorios Entema must understand and partake in this Policy, as well as promote it and avoid actions and behaviours contrary to its principles. Therefore, we have based our policy on criteria of loyalty, customer satisfaction, preservation of the environment and continuous improvement. Concepts such as continuous improvement, competitiveness and sustainability have been integrated into our decision-making processes, so we can offer our customers a service that meets their expectations, while making compatible our activities with the conservation of the environment, protecting the quality of life of later generations and promoting sustainable development. The principles that we must prioritize are quality, service and the product safety. For this reason and to comply with the requirements and with the maintenance of the efficiency and continuous improvement of the system, Entema Laboratories has defined and implemented a Food Quality and Safety

Management System and the following commitments:

In ENTEMA we comply with the legislation and regulations applicable to our activity, our staff and our facilities, in terms of quality, environment, workers' health and safety and social responsibility.

ENTEAMA acknowledges that employee participation, training and information are essential to achieve the objectives expressed in this policy and encourages active participation to achieve a work environment in which dialogue and cooperation are the tools for consolidation and growth.

ENTEAMA is attentive to the information provided by the outside world and our customers, which helps us achieve our projects successfully and to meet our customers' expectations.

In ENTEMA we maintain a permanent dialogue with our customers and suppliers to obtain mutually beneficial relationships, sharing our concern for quality and improving the processes and products that we develop for our clients.



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Priorities

To comply with this policy, we have drawn up and assumed the following priorities:

Prevention of Health Risks.

The preservation of people's health and dignity will always have priority over all other considerations and we strive to eliminate risks in all processes to achieve safe and respectful working conditions.

Quality

We understand quality as the capacity of the services provided by Laboratorios Entema to fully satisfy the needs and expectations of customers, effectively control and manage all processes and ensure their quality, service, efficiency and safety.

Environment

Laboratorios Entema's business model aims to help the sustainable development of society and its environment. Our commitment to the environment means that we promote internally the principles of respect and compliance with current legislation and integrate the concepts of minimization and environmentally friendly management into all processes from product development to manufacture.

In order to achieve all of the above, our actions aim to:

Increase and motivate the competence of people who are part of Entema Laboratories.

Promote the our organization's effectiveness, optimizing our activities and resources in accordance with the objectives described.

Attend and manage the needs and requirements of our customers, taking into account their satisfaction and the legal and regulatory requirements of the Public Administration.





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The promotion of an innovative and customer-oriented business culture. Ethics and honesty as the basis for complying with the principles of Laboratorios Entema's business conduct define the way the people who form part of Entema Laboratories act, which is in accordance with laws and internal policies.

Commitment

The guarantee of compliance with these priorities together with the commitment to continuous improvement ensure we achieve our main commitment: Satisfying our current and future customers. To this end, Laboratorios Entema's Management undertakes to review this policy annually and to make the necessary adjustments to the Food Quality and Safety Management System to ensure that it remains suitable to the legal requirements, that safe and high quality products continue to be developed and that the efficiency of the system is continuously improved, as well as to communicate all the above in an understandable way within the entire organization and promote it among its customers and suppliers.

General Manager

Laboratorios Entema

February 8, 2018

