

The Management of Hippocrates Research Srl undertakes to follow this Policy, in accordance with the requirements of the management system Standard UNI EN ISO 9001:2015, which places at the center of all activities the Clients and other interested parties, offering a wide range of services in the field of Pharmaceutical Research.

The main objectives that Hippocrates Research sets itself, in compliance with the established Quality Management System, are the following:

- **Maintenance of the Quality System** in compliance with the new UNI EN ISO 9001:2015 standard, with the specific objective of pursuing the constant improvement of its processes and of confirming the certification of its system
- **constant improvement** of the image and reputation on the market and, therefore, the maintenance of existing Customers, the increase in the number of new Customers and billing, the territorial expansion of the Company and its entry into new market areas;
- **satisfaction of the expressed and expected needs of all interested parts** and, especially, the achievement of the budgetary objectives, increasing the employment level and maintaining low rate of absenteeism and employee disputes, a high level of customer satisfaction, establishing partnership agreements with suppliers;
- **observance of explicit and implicit contractual commitments;**
- **care of communication, assistance and the adoption of the most modern techniques of support** to the Customer, which is pursued through a constant training and updating of the company staff
- **legislative compliance**, with particular attention to what concerns the clinical trials management.
- **improvement work of internal resources** by reorganizing tasks and strengthening skills and professionalism of the company staff
- **continuous improvement** of the effectiveness of its Quality Management System is pursued through the monitoring of indicators related to **quantifiable goals**, defined for the processes of the Organization, formalized in appropriate documents, known to the staff concerned, regularly reviewed and for which corrective actions are requested in case of results not aligned with expectations.
- Implement careful governance related to the developments of the COVID-19 emergency



QUALITY POLICY

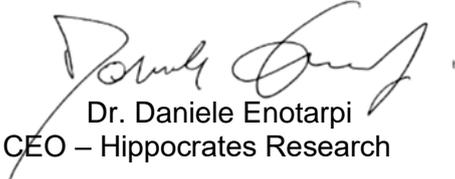
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The implementation of this Policy **is a daily commitment of all staff**, supported with **appropriate economic and technical resources** by the Management, which periodically reviews it, always considering the input of Customers and other interested parties.

This document is made known to all personnel, through a plenary meeting and permanent exhibition at the entrance of the Company offices and it's made available, to all interested parties, upon request and also on the Company website.

Genoa, 08/07/2021


Dr. Daniele Enotarpi
CEO – Hippocrates Research