

ÁLVAREZ REDONDO, S.A. (ORTOALRESA) in order to adapt its management to the new needs of its market, has carried out the implementation of a Quality Management System according to the requirements of the International Standards ISO 9001 and ISO 13485.

ORTOALRESA is a company certified by a Certification Body (CB) and accredited by ENAC, whose scope is for each of the following standards:

ISO 9001

DESIGN, PRODUCTION, DISTRIBUTION AND AFTER SALES SERVICE OF LABORATORY EQUIPMENT, CENTRIFUGES, BALL MILL, AND SIEVES SHAKERS. DISTRIBUTION AND AFTER SALES SERVICE OF AUTOCLAVES, SHAKERS AND WATER BATHS.

ISO 13485

DESIGN, MANUFACTURE AND SALES OF CENTRIFUGES AND SPARE PARTS DEDICATED TO CLINICAL ANALYSIS, SEPARATION OF BLOOD FOR TRANSFUSION AND AUTOTRANSFUSION. SERVICING ACTIVITIES FOR CENTRIFUGES REPARATION AND MAINTENANCE.

In line with the requirements of these standards, ALVAREZ REDONDO, S.A. (Ortoalresa) defines the following points as priorities:

- ✓ The attention to the requirements, needs, complaints and suggestions of its **customers** and other interested parties, in order to obtain their **satisfaction** and thus ensure compliance with Ortoalresa's main objective.
- ✓ **Flexibility in deliveries:** to carry out an adequate planning and execution in order to obtain the greatest flexibility in deliveries, which reinforces our value proposal.
- ✓ We are committed to complying with the **legal and regulatory requirements** applicable to our manufacturing products and services.
- ✓ Relation with **suppliers** is essential, so we will establish a close collaboration with them, conveying to them our needs in terms of product requirements and control.
- ✓ In addition, **the staff** of the company must have an active and fundamental participation in the organization, so communication between all levels must be fluid and continuous.
- ✓ Personalized **attention to complaints** at all levels, both at the technical level, which will be dealt with by qualified technical service personnel, who have the necessary resources to solve any doubt or problem the customer may have, as well as by any other department that will channel the request for its resolution in the shortest possible time.
- ✓ We are committed to comply with all the requirements of ISO 9001 and ISO 13485 standards, as well as to maintain their effectiveness and good performance, thus achieving continuous improvement by defining new objectives and developing actions to achieve them.

This quality policy is available to interested parties who need it.