

A close-up photograph of a hand holding a black pen over an open spiral-bound notebook. The notebook has lined pages and a silver spiral binding. The background is a blurred office setting.

QUALITY POLICY

Biofarma Group

Revision of 17 July 2024



Biofarma Group is a group of Italian companies specialized in the development and production of Health-Care products. All the Group's companies invest in human capital, quality, technology and innovation, sharing their excellence and expertise to support the growth of their Customers in Italy and around the world.

Biofarma Srl is thereby an outsourcing company for a wide range of customers in different market sectors with food supplements and medical devices. The activities must be managed with balance, producing products and services that meet customer demands and gain their trust for a long-lasting business relationship. This approach guarantees continuous investment, improving the offer that Biofarma provides. Offering adequate answers to customers' questions, even anticipating their needs, is the tool for mutual growth and to attract new companies in search of a partner to implement their projects. It is with this commitment that Biofarma Group has structured the virtuous circle that has led to its success and to the continuous quest for improvement.

The starting point of company improvement and its driving force is Biofarma Srl's staff: only motivated and trained operators can work daily to improve the company processes and services. With reference to the stated Policy, Management commits itself promoting a Quality Management System aimed at:

- Improving company processes in terms of effectiveness and efficiency
- Ensuring full regulatory, mandatory and voluntary product and manufacturing compliance for food supplements
- Ensuring compliance of medical devices pursuant Reg. EU 2017/745 art.120 and Directive 93/42/EEC as amended for aspects falling within its activity as producer and/or manufacturer
- Ensuring compliance of every product and service with the requirements set forth, such as quality and safety, statutory compliance, manufacturing process and product specifications.
- Ensuring full traceability of the product, starting from the raw materials and the packaging materials purchased
- Obtaining continuous improvement in purchased products' quality, through close collaboration with suppliers
- Making all staff aware of the customer's needs in order to understand their requirements and make their ideas come true

- Sharing the company goals with staff and defining the degree of involvement and responsibility in order to achieve them
- Achieving a high level of quality in the working environment, focusing on the needs of its staff and improving the organisational structures
- Improving the company culture in terms of quality, food safety and skill in dealing with technical and management issues through training and information activities
- Being punctual with customers, with others and with oneself through personal professional commitment and careful planning of activities
- Collaborate with suppliers, for mutual benefit, to acquire products compliant with the company's standards with regard to their own characteristics and services rendered
- Enhancing professional and structural resources for new developments in scientific innovation
- Full compliance with current legislation and reference standards regarding environmental protection
- Providing adequate infrastructures, plants and equipment required to perform the work efficiently and achieve product and service compliance.

The effectiveness of the Quality Management System for the commitments declared is measured to the best of the possibilities with numerical parameters subject to control and evaluation during the Management Quality System Review. In order to ensure that the Company Quality Policy is understood, implemented and supported at all levels of Biofarma Srl, Management has decided that it needs to be presented to all managers from any department and that it also needs to be affixed in all company work places.

Gallarate, 17 July 2024

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