

	Policy	Effective Date: 15/10/2024
Quality Policy		Document ID: POL-01 v3.0

1 OUR MISSION

Our aim is to provide our clients with high-quality services by putting emphasis on operational excellence and setting high quality standards in accordance with ethical, social, safety-related, environment-oriented and legal/regulatory requirements.

2 OUR COMMITMENTS

Client Satisfaction: We make every possible effort to satisfy the requirements and needs of our clients.

Service Quality: We strive for business excellence and continual service improvement, through defined quality standards, training, work monitoring, quality controls, personal effort and teamwork.

Delivery On Time: We take care to deliver our services within the timelines mutually agreed with our clients.

Confidentiality and Data Privacy: We safeguard the confidentiality and data privacy by all reasonable means.

Legal/Regulatory Awareness: We maintain full and continuous awareness of the applicable legal/regulatory requirements, in order to provide assurance to our clients that their cooperation with our company will guarantee their compliance.

Continual Improvement: Our efforts are focused on the continual improvement of the performance and effectiveness of our quality management system and services, with the aim to meet all applicable requirements, address future needs and expectations, and prevent and mitigate undesired occurrences.

Quality Culture: A quality-oriented mindset is fostered at all organisation levels, with the aim to support and enable the continual improvement of our quality management system and services.

Information Security: We are committed to information security awareness and monitoring, as well as to the management of information security risks, and the implementation of security controls in operational and project management processes, so that the confidentiality, integrity and availability of the company's and clients' information is safeguarded.

Risk Management: A risk-based approach is appropriately implemented across our organisation, with the aim to assess, control, communicate, review and manage risks relevant to the quality of our quality management system and services.

Ethical Behaviour: We are committed to act in a lawful, ethical and socially responsible manner and to honour the contractual commitments with all business partners.

Optimal Work Conditions: We provide a harmonious, ergonomic, safe and healthy workplace for our personnel to be able to achieve high performance.

Respect for the Environment in particular in the context of climate change: We are always working to minimize the impact of our operations on the environment by maintaining high personnel awareness and making every effort to avoid the excessive use of energy, paper and other natural resources.

3 DEFINITIONS

Associate: Person appointed by or contractually related with Medwork, who operates under Medwork's quality management system (including in-sourced personnel, freelancers and trainees)

Supplier: Person or company contributing to Medwork's activities and/or provided services, while operating outside Medwork's quality management system

4 ABBREVIATIONS & ACRONYMS

Not applicable