

QUALITY POLICY

GRIFOLS COMMERCIAL DIVISION

Grifols is a global healthcare company that produces and markets plasma-derived medicines, hospital products and diagnostic and testing equipment designed to improve the health and well-being of patients around the world.

Pride, safety, effort, commitment, excellence, teamwork and innovation and improvement are the core values of Grifols and define it as a company committed to serving people.

The mission of the Grifols Commercial Division is to commercialize and distribute the products worldwide, providing logistics services rendered to industrial and commercial areas, establishing the commercial and marketing strategy of the Grifols group and managing the sales of the commercial areas.

Grifols Commercial Division has established a Global Quality Policy with the aim of delivering the highest levels of quality, security and efficacy.

The processes are designed and performed in accordance with the following guidelines:

- To identify and satisfy the requirements and expectations demanded by its internal and external customers and other stakeholders.
- To provide the resources needed for the maintenance and continual improvement of the global quality system in place. To establish targets consistent with our activity for the continual improvement of the provided services and to conduct regular reviews of the quality system.
- To create a participatory communication and training system to involve, motivate and commit the entire staff of the Grifols Commercial Division with this global quality policy, processes and defined procedures.
- To harmonize the quality management system of the Commercial Division with the existing Environmental Management System, Occupational Health and Safety System and other quality systems of companies belonging to the Grifols group.
- To develop and ensure a professional commercial and distribution service for the Grifols portfolio products, through the network of commercial affiliates, assuring any regulatory requirement applicable at local level.
- To perform a proper management of international suppliers and distributors, ensuring the implementation of measures that guarantee their compliance with the established requirements.
- To carry out all commercial and distribution activities in compliance with applicable laws, rules and regulations of all countries where Grifols operates. Perform these operations using the principles of the Code of Conduct, anti-corruption policy and established internal processes, always ensuring compliance with the Grifols ethical commitment.

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Grifols Commercial Division

