

## **QUALITY AND ENVIRONMENT POLICY ALERGOVET**

The mission and priority objective of ALERGOVET SL is the full satisfaction of our customers together with compliance with legal requirements, regulations and other requirements that the organization subscribes in terms of distribution and marketing of products, research, development (R & D) and implementation of laboratory diagnostic tests in the veterinary sector. For this, the management of the company accepts the commitment to offer the highest quality in our activity so that all our clients have a company at their disposal to offer them serious and responsible solutions. With the implementation of the Integrated Management System based on the UNE-EN ISO 9001: 2015 and UNE-EN ISO 14001: 2015 standards, we look abroad to offer guarantee and full satisfaction to our clients and internally to obtain more information about the operation of the company, increase the efficiency of our processes and obtain job satisfaction in our employees. For this, the Integrated Management System has as commitments:

- Assurance of the agreement of our processes in all Departments in accordance with the provisions of the Reference Standards.
- Treatment of detected non-conformities, whether of external or internal origin.
- Establish detection mechanisms and prevention of problems, for the immediate application of immediate or corrective actions.
- Evaluation of the environmental aspects affected by our activity; analysis of its significance and establishment, monitoring and measurement of the actions proposed as a consequence.
- Compliance with the requirements offered to our customers in the budgets and contracts that we send.

- Continuous improvement is established as a fundamental principle of action, based on prevention, rather than on correction. Optimizing human and material resources, including raw materials, all aimed at permanent improvement in respect for the environment, preventing pollution.
- Appropriate management of waste as a priority activity in our environmental management, within the commitment to protect the environment we acquired.
- Effective management and control of activities and resources (both human and material).
- Continuous improvement of the effectiveness of the Integrated Management System through the correct management of customer complaints, the consistent development of processes and procedures, internal non-conformities, staff suggestions, revisions by address, etc.
- Effective assignment of functions and responsibilities in all jobs.
- Awareness and motivation of staff on the importance of the implementation of an Integrated Management System.
- The assurance that all the people who influence the activity of this organization know the Policy and the objectives of the System that are gradually arising is achieved through the dissemination, by the Responsible for Integrated Management, of the same in all levels and the distribution of the documents that apply to each level in the different jobs.

**Approved by Address January 2019**