


MAPE ASESORES, S.A. POLICY

MAPE ASESORES, S.A. in our activity of wholesale distribution of pharmaceutical products and medicines and manufacture and assembly of first aid kits, aspire to create a new model of distribution and relation with the members of the non public health system becoming a model in a national level. All this being guaranteeing the approach to the client and respectful as much as possible with the environment and the prevention commitment of damages to our workers.

That is the reason why the Management of Mape Asesores, S. A. has set up an Integrated Management System based on the norms UNE-EN-ISO 9001:2015, UNE-EN-ISO 14001:2015, UNE-EN-ISO 13485:2013, ISO/IEC 27001:2013, UNE-EN-ISO 28001:2008, ISO 10002:2018 and ISO 45001:2018, with the following objectives:

- ✓ To accomplish the current legal pharmaceutical-sanitary requirements both in an autonomous and national level; as well as those specific to the environment, safety and health matter and other requirements subscribed by the organization.
- ✓ To achieve a flexible and reliable management of the service for our clients and to go the extra mile in the relation with the required product/service, guaranteeing the preservation of commercialized merchandise.
- ✓ Establish a process for the effective and efficient treatment of our clients' complaints with the objective of improving their satisfaction, compromising the necessary resources (financial, operational and organizational) and guaranteeing the attention and treatment of their opinions, as well as transparency about this process.
- ✓ The company commits to apply continuous improvement to promote the health and welfare of employees. In addition to voluntarily carrying out actions to provide safe and healthy working conditions for the prevention of work-related injuries and health deterioration and that increase the degree of health and welfare promotion of employees with safety campaigns and health, training, social, labor, ethical and environmental benefits.
- ✓ To prevent pollution during the realization of all the activities of the company to be able to reduce its environmental impact.
- ✓ To secure the effectiveness and continuous improvement of our integrated system of paperwork, developing periodical inspections with the purpose of securing the fulfillment of the Politics, Objectives and Goals established.
- ✓ To introduce the raising awareness about information security, provision chain and occupational hazard prevention.
- ✓ Establish the commitment to prevent damage and deterioration of the health of our workers, by implementing the necessary measures to eliminate hazards and reduce risks to OSH, ensuring the availability of the means and resources necessary for consultation and participation.
- ✓ The improvement of the training of all employees in accordance with their respective activity, providing the necessary knowledge for the correct performance of the work, the effective treatment of complaints and so that they can develop their activity in the maximum health and safety conditions.
- ✓ To take care and preserve the environment that surrounds us through environmental initiatives.
- ✓ Strengthen our social commitment to work integration of people with disabilities.
- ✓ To reassure the enterprise philosophy of innovation.

To achieve these objectives requires the participation of all the personnel of MAPE ASESORES, S.A., which will count on the management for the correct and effective development of their activities. The Management will provide MAPE ASESORES, S.A. with all the necessary resources to achieve the established goals.



VÍCTOR MOSQUERA RODRÍGUEZ
MANAGEMENT

10 OF SEPTEMBER OF 2019