

## **QUALITY POLICY**

**EMBRYOCLOUD**, dedicated to Collection and Transportation of animal by-products not intended for human consumption (ABPs), Obtaining of Reproductive Fluids, Fluid Processing and Treatment, Culture Media Manufacturing, and Sales and Marketing of Reproductive Fluids and Culture Media in response to the growing need for greater satisfaction of the client and continuous improvement, proposes the following Quality Policy and undertakes to disseminate it, enforce it and monitor its compliance throughout the company. EMBRYOCLOUD's management policy is defined from different perspectives:

### **Customer Perspective**

To raise their level of satisfaction, through good service, information and attention, considering all suggestions and complaints for further study and solution.

### **Staff Perspective**

To provide our staff with the training and resources necessary to carry out their activities with the required quality.

### **Suppliers Perspective**

To collaborate continuously in the development of ideas that generate more value in the service.

### **Process Perspective**

Continuous adaptation of the processes to ensure that they are effective and efficient. It will be performed from a risk approach.

### **Service Perspective**

To innovate based on the client's needs and the advances produced in the field of the products.

To provide services that satisfy the legal and regulatory requirements applicable, as well as those agreed with the client.

### **Improvement Perspective**

By establishing and reviewing objectives consistent with this policy. Establishment, review and improvement of our management system.

Signed by the Technical Director