

QUALITY POLICY

The Institute of Chemical Research of Catalonia, in accordance with its **mission** to transfer knowledge and technology to the chemical, pharmaceutical and energy industries and to strengthen competitiveness through innovation and technological progress, has established, implemented and maintains a Quality Policy appropriate to the aims and context of the Crysforma Technology Development Unit.

This Quality Policy integrates the strategic management of Crysforma in ICIQ's **vision** of contributing to solving current and future social challenges in the fields of sustainability, health and energy.

The Crysforma Quality Policy is a robust tool on which quality objectives are established and also defines the following series of commitments, **values** and principles:

- **Regulatory compliance, adaptation to change:** Crysforma is committed to complying with the relevant requirements, having the sufficient flexibility to adapt to a dynamic, changing and competitive environment related to the various requirements of our clients, both those of a legal nature and those deriving from their internal regulations.
- **Continuous improvement:** Crysforma has active and dynamic channels for detecting and evaluating needs and opportunities for improvement, which enable us to design the necessary actions so that the Quality Management System evolves appropriately.
- **Excellence in research and associated processes:** it is essential to acquire and maintain high scientific and technical levels in the field of research and solid state characterization of pharmaceuticals (polymorphism, crystalline salts and co-crystals), with the commitment and active participation of all ICIQ strategic and support processes involved in the provision of Crysforma services.
- **Knowledge, creativity, innovation and development:** the formative development of staff and an appropriate motivational environment to achieve organizational goals should be fostered.
- **Sustainability, safety and quality:** it is necessary to ensure efficient management of all the resources necessary to undertake the provision of services with the required safety and

quality, as sustainably as possible and contributing to the minimization of the impact of Crysforma's activities.

- **Ethical integrity, transparency and privacy:** Crysforma will act with diligence and integrity, avoiding misrepresentations and disloyal behaviour, in an open and accessible manner but with the utmost respect and commitment to the privacy required by our clients.
- **Equality:** ICIQ and Crysforma fosters equal opportunities for all, regardless of gender, origins, race or any other differentiating factor. The ICIQ equality plan establishes the appropriate channels and mechanisms regarding recruitment and internal promotion processes, enabling access to research on a level playing field.

Tarragona, 26th April 2022



Prof. Emilio Palomares

Director Institute of Chemical Research of Catalonia - ICIQ