

## QUALITY, ENVIRONMENT AND SAFETY POLICY

Our mission is offering a value service that assurance trust results in productive process, which endorse and protect products or services offered by our clients, through sustainable environmental relationship. Contributed on this way to the sustainable developing and the promotion of environmentally friendly processes.

### How do we manage to be faithful to our mission?

Through coordination and organization to the proficiency testing program according to ISO/IEC 17043 requirements, as well as the provision of consultancy and quality auditing services in the pharmaceutical, veterinary, cosmetic, medical device and biotechnology sectors in compliance with the highest quality standards. We also provide certified reference products and carry out physico-chemical, in vivo and in vitro analyses. Our team is involved in the execution and control of these activities, with the aim of satisfying the needs of our clients and complying with ISO 9001 and ISO 14001 standards.

### SHAPYPRO's direction is committed to the achievement, improvement, and maintenance of.

Manage and provide an excellent service, continuously improving our integrated management system, by actively listening to our customers, employees, and environment, as well as promoting the protection of the environment and the health of our workers.

Comply with the applicable legal and regulatory requirements, as well as those defined by our customers and other additional requirements that SHAPYPRO voluntarily subscribes to.

Information concerning a participant or customer from an external source, e.g., such as a complaint or a regulatory body. They must keep such information confidential and not disclose it unless required to do so by law or applicable regulations, or with the explicit consent of the source.

Minimize the environmental impact of our activities, paying special attention to the generation of waste and the consumption of raw materials.

Eliminate hazards and reduce risks.

Complying with applicable requirements related to IMPARTIALITY and CONFIDENTIALITY in the provision of our services. If it is required by law to disclose confidential information, the interested party will be notified of the information provided, unless prohibited by law.

Maintain a continuous and quality training of all our employees.

Maintain processes, products and services supplied externally in accordance with the requirements demanded. Maintaining validated suppliers, if there are no claims related to the contracted supply.

Define annual objectives and goals to be met to improve the integrated management system related to quality and environmental care.

Make available to the fulfillment of the objectives the necessary resources that are within our reach, within available technological options and financial requirements of the company.

Commitment to ZERO paper use

Ensure equality, sustainability and diversity among employees, customers, and suppliers.