

Quality Policy of the Laboratory "**Genotypos SA**" is its function and the provision of reliable, independent, impartial, highly prestigious, cytogenetic and molecular analyzes and in general the achievement and maintenance of the highest possible level of quality in the services it provides, through accredited laboratory examination/analysis services on appropriate biological samples of human origin, in order to document their compliance in an unquestionable way, with the respective requirements of "customers", legislation and scientific and technological progress.

The above reliability is ensured by the continuous satisfaction of the existing legislation, the accreditation criteria and the requirements described in the International Standards **ISO 15189:2022** & **ISO 9001:2015**, as well as by compliance with the corresponding requirements and other regulatory documents set by the National Accreditation Body and Certification Bodies, as all the above are in force from time to time.

This commitment includes the Laboratory staffing with experienced, appropriately qualified and continuously trained staff, the use of appropriate, modern and reliable laboratory instruments, information systems, facilities and spaces, the implementation of clear procedures and the assurance of the continuous flow of the necessary finances resources, so that it is an achievable goal to provide services of high prestige and reliability in an independent and impartial manner. The laboratory's authorized personnel and the Laboratory's management bear the responsibility for the proper and technically adequate execution of the laboratory tests with respect for the rights and needs of the "customer" and with a view to the protection of his personal and other data, treating all equal and fair, without excessive or additional requirements.

At the same time, the Laboratory takes every care to protect the health and safety of employees and "customers" within the laboratory premises.

The Laboratory recognizes as a fundamental factor for its successful operation, the achievement of a high degree of trust by all interested parties of the market and the service provision sector related to human health, in the provided laboratory examination services while minimizing potential disputes of any origin.

It considers the relevant operating parameters as important and fully adopts the principles of **independence, impartiality, integrity, confidentiality, parity and equality** in the treatment of "customers", free from influence, discrimination, in a spirit of mutual respect and with a high sense of professionalism responsibility. For this purpose, it identifies and evaluates on a continuous basis the possibility of the occurrence of phenomena that endanger in practice the establishment of the above principles and entail a serious risk of circumvention of their application.

Based on the above evaluation, the Management is constantly alert to take all the necessary measures deemed appropriate to maintain this policy and observe the rules of **ethics** and **deontology** by the staff. At the same time, specific operating procedures are established where specific policies are specialized by activity and thematic field.

The overall operation of the Laboratory is based on the proper implementation of the procedures and provisions of the applied Quality Management System, while all the personnel that affect the quality are aware and are properly trained in the implementation of the procedures according to their work position.

The Management is committed to supporting the continuous implementation and effectiveness of the Quality Management System, providing all the necessary means for the continuous improvement of its effectiveness, the quality upgrade of the services provided, the promotion of human health, the observance of excellent infrastructure and a high level and technical capacity of human resources to operate in a safe environment that promotes scientific, professional and personal development.

The Management is constantly alert in order to identify all significant changes rising from the regulatory and standard operating framework, in order to take all the required decisions to maintain the effectiveness of the applied Quality Management System. At the same time, Management has communicated to all levels of the Laboratory, both the importance of fulfilling the requirements of the "customers" and of compliance with the current legal and regulatory framework that governs the operation of the Laboratory. Each employee must, by making use of the training provided and the means made available, comply with the procedures of the Quality Management System and contribute to its consolidation and continuous improvement.

For the Management

The CEO

« Genotypos SA.»

22 April 2024