



Quality Policy

Pharmalink designs, develops, produces and commercializes food supplements, medical devices and cosmetic products.

Pharmalink's **mission** is to provide to our clients a professional service based on the excellence and on high-quality services, offering personalized attention, supporting them in all their needs always in a friendly, cordial and efficient manner.

Pharmalink's **vision** is to be a benchmark company in medical devices and food supplements' fields, with a global vocation, and to be distinguished for their innovative solutions and proposals, for their compromise and the high-quality standards of their products for health care and people's well-being, answering their actual and future needs.

The corporative values of our company are defined by:

- ✓ **Positive spirit:** It refers to the positive attitude, optimism and creativity that thrive from to those who work in Pharmalink.
- ✓ **Respect:** It is a core value which leads us to cordiality and harmony in the interpersonal relationships with the different members of the team and between different areas of the company, as well as with the external parties, clients, suppliers among any other party involved.
- ✓ **Loyalty:** It contributes to fidelity, commitment, identification, and pride of belonging to the company; it also promotes the confidentiality of the staff and the distinction of the shared interests of Pharmalink.
- ✓ **Excellence:** The company seeks for the excellence of the attainment of goals and is a determinant value which requires quality, tenacity and courage to achieve successful results in our work; and in the consecution of Pharmalink goals.
- ✓ **Professionality:** We work in a responsible, serious, constant, determined way and with a lot of care regarding every commended task.
- ✓ **Honesty:** We carry out our work schedule in a straight, honest, respectful, humble and modest manner.
- ✓ **Continued and constant growth:** It is essential to promote and measure our success. It stimulates the innovation and is good for the business as well as for the team.
- ✓ **Staff with a good decision-making capacity:** Pharmalink believes in the freedom to act and think of the way most adequate for our work, with respect to managing procedures and the company's needs.
- ✓ **Responsibility and reliance:** Are the core of a healthy growth. They consist of being capable of winning the reliance and trust of third parties and the personnel, as a company and as individuals, assuming the corporate ownership as well as the personal ownership of all we do.

The management' strategy is characterized by:

- Bringing high-quality products on market, safety for the consumer, which accomplishes with all legal requirements.
- Identification of the market needs.
- Identification and knowledge of their current and potential clients.
- Designing and implementing adequate solutions, according to client's needs.
- Acting in a flexible and nimble way

Pharmalink's policy is to manufacture products within the current legal framework established for each one of them and supply them within the established deadlines, with the aim to achieve our client's gratification and the satisfaction of the final consumers.

Furthermore, Pharmalink encourages all the team to work within the good manufacturing practices with the aim of achieving a safe, high-quality product that can win the client's satisfaction and with the objective of reducing and eliminating any final product non-conformities. This applies to all the Pharmalink's products (Food supplements, cosmetic products and medical devices).

In order to contribute to the continuous company improvements and the determination of their key points, the following rules are established:


- To maintain a high level of product knowledge and the processes involved.
- To ensure the innocuousness of all the supplied products.
- To gain the client's loyalty
- To develop our quality standards in a safe environment, being environmentally friendly.
- To maintain a system to deal with the internal and external communications correctly, especially regarding the aspects which might affect food safety and innocuity.
- To fulfill the quality management system requirements and their continuous improvement.
- To manage properly the risks of medical devices in order to guarantee their safety.
- To accomplish the established goals with the purpose of maintaining the improvement of our product's quality.

The different Pharmalink departments have developed correct procedures and work instructions with the aim to ensure the accomplishment of the quality system, the innocuity and safety of all products and procedures.

With the aim to contribute to the aptitude and the attitude improvement of the team, the policy includes training activities, considered as an essential way and a necessary tool to achieve the continuous improvement of staff.

Pharmalink is committed to maintain the different certifications and guarantee the fulfillment of its standards (UNE EN ISO 13485; UNE EN ISO 22716; UNE EN ISO 9001; UNE EN ISO 22000; GMP Food Supplements and GMP Medical Devices). Moreover, Pharmalink guarantees the accomplishment of the MDR 2017/745 as well as the council directive 93/42/ECC when applicable.


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