

# QUALITY POLICY

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## Mission

Promote, facilitate and contribute to the development of excellent biomedical research by making available to the scientific community standardized biological samples, well-characterized and of the highest quality, and in compliance with current legislation.

## Vision

To provide efficient management and distribution services for human samples at both national and international levels.

## Values

- **QUALITY SAMPLES:** Guarantee quality in all processes related to the use of samples, focused on risk management and opportunities for continuous improvement, with maximum biosafety, and using innovative and appropriate techniques in order to achieve the highest satisfaction in our customers.
- **WORK ORGANIZATION:** Establish agile and flexible operating standards which can be adapted to legislative changes and customer demand.
- **DISSEMINATION TO SOCIETY:** Communicate and disseminate the biobank's contribution to scientific research
- **RESOURCES:** Obtain and maintain an infrastructure suitable for the services that customers demand, applying criteria that promote improved environmental sustainability.
- **ACTIVE ADVICE:** Advise researchers on issues related to samples and legislative changes and analyse all their proposals to improve our processes.
- **STAFF INVOLVEMENT:** Management leadership promotes excellence in the development of the workers, promoting an environment where all ideas are valuable and all people can achieve their objectives.
- **PROFESSIONALISM:** Ensure the well-being and professional development of each member of the service, and guarantee an objective and impartial attitude in the performance of all assigned functions.
- **ETHICAL CONDUCT:** Commitment to safeguarding donors' rights regarding confidentiality, ensuring strict compliance with European Regulation 2016/679 on the Protection of Personal Data (GDPR), and with the Spanish Organic Law LOPD-GDD 3/2018 on the Protection of Personal Data.