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Quality Policy		Document ID: POL-01 v1.0

1 OUR MISSION

We are one of the leading Greek CRO companies providing pharmacovigilance, materiovigilance, cosmetovigilance and quality assurance services.

Our aim is to provide our clients with high-quality services by putting emphasis on operational excellence and by setting high quality standards in accordance with ethical, social, safety-related, environment-oriented and legal/regulatory requirements.

2 OUR COMMITMENTS

Client Satisfaction: We make every possible effort to satisfy client requirements and needs.

Service Quality: We strive for business excellence and continual service improvement, through defined quality standards, training, work monitoring, quality controls, personal effort and team work.

On Time Delivery: We take care to deliver every service within the mutually agreed timelines.

Confidentiality: We ensure the respect and safeguard of privacy and confidentiality by all reasonable means.

Legal/Regulatory Awareness: We maintain full awareness of and compliance with the applicable legal/regulatory requirements.

Ethical Behaviour: We are committed to act in a lawful, ethical and socially-responsible manner and to honour the contractual commitments with all business partners.

Good Workplace Conditions: We provide a harmonious, ergonomical, safe and healthy workplace for our personnel to be able to achieve high performance.

Continual Improvement: Our efforts are focused on the continual improvement of the performance and effectiveness of our quality management system and provided services, with the aim to meet all applicable requirements, address future needs and expectations, and correct/prevent/reduce undesired effects.

3 DEFINITIONS

Associate: Person appointed by or contractually related with Medwork, who operates under Medwork's quality management system (including in-sourced personnel, freelancers and trainees)

Supplier: Person or company contributing to Medwork's activities and/or provided services, while operating outside Medwork's quality management system

4 ABBREVIATIONS & ACRONYMS

CRO: Contract Research Organisation