



MS-C Integrated Management System Policy

Date: 02/09/2025

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Position: CEO

1. MS-C Integrated Management System Policy

Vision (What we want to be)

We are a scientific consultancy that aspires to be a benchmark at the national and international level and to be recognized for its quality, efficiency, and solution-oriented talent.

Mission (How we are going to do it)

MS-C's mission is to establish partnership relationships with our clients, based on trust, teamwork (with and for the client), and process optimization.

MS-C Values

- ✓ Confidentiality
- ✓ Quality
- ✓ Efficiency-Excellence
- ✓ Rigor
- ✓ Flexibility
- ✓ Innovation
- ✓ Customer focus
- ✓ Creativity
- ✓ Integrity and transparency

Commitments

In view of the above, MS-C undertakes the following commitments:

- Implement and maintain an Integrated Management System in accordance with the quality standard ISO 9001:2015; the environmental standard ISO 14001:2015; and the information security standard ISO 27001:2022.
- Comply with applicable legislation in force, as well as other requirements that the company deems it should assume.
- Provide all necessary resources to ensure the provision of services for scientific content generation; biostatistical analyses and generation of results reports; training; facilitation of expert meetings; and regulatory affairs (preparation and submission of documentation for the start-up of a study).
- Raise awareness and train our staff so that they participate in quality management, information security, and proper operational control in the care of our clients.

- Maintain an ongoing relationship with our stakeholders, including suppliers, to effectively manage their requirements.
- Be able to periodically assess the Risks and Opportunities of our organization.
- Work decisively toward the Continuous Improvement of our services.
- Ensure an appropriate working environment that guarantees team well-being and talent retention.
- Ensure environmental protection by mitigating and/or preventing the environmental aspects and impacts of our activities.