

medical science consulting



INFORMATION FOR SUPPLIERS

Date: 09/05/2023

Last modified: 05/05/2025

Version 3

Done by: Beatriz de la Torre and Belén Cortina

Reviewed by: Laura López

INCIDENT POLICY

In light of the update to our quality system based on ISO 9001:2015 standards, we hereby inform you of the continuous supplier monitoring and evaluation policy that will be implemented in our company.

The main objective of this evaluation is to establish a continuous improvement ecosystem for our processes, enabling us to identify, prevent, and, if necessary, correct issues before they become unavoidable.

CONTINUOUS SUPPLIER EVALUATION PROCEDURE

Once a year, an evaluation of supplier performance will be conducted for those who have provided their services to MSC at least once during the established period. This evaluation will involve monitoring the supplier's performance in the following criteria:

- Verification of compliance with the established delivery deadlines for project execution.
- Delivery of the agreed-upon service with the quality standards required by MSC.

By definition, and according to ISO 9001 quality management principles, an incident is any positive or negative event that can directly or indirectly affect the normal course of an organization's activities. In supplier evaluations, the aim is to minimize the impact of incidents that may occur on the final service provided to the customer.

At MSC, incidents are categorized by severity levels, and a limit is set on the number of incidents that can occur for a supplier to continue doing business with our company.

Type	Description	Allowed limit
Very Severe	The incident jeopardizes customer service and the company's image	1
Severe	The incident causes a delay in service delivery but does not compromise or affect the company's image	3
Minor	The incident is resolved with minimal impact on project execution, ensuring that no customer delivery deadlines are affected	5

SUPPLIER CODE OF CONDUCT

At MS-C, we are aware that social and environmental responsibility must be a corporate goal and extendable to all our suppliers. Therefore, the objectives outlined below are mandatory for all our suppliers who have a direct impact on MS-C's processes and its employees, regardless of the type of service they provide.

SOCIAL AND ETHICAL OBJECTIVES

- Legal compliance: All suppliers must adhere to the applicable laws in each area and establish the highest ethical, social responsibility, and transparency standards.
- Fair competition: All suppliers must consider applicable competition regulations and refrain from engaging in anti-competitive behavior.
- Responsibility and transparency: Suppliers must conduct their economic transactions transparently and rigorously.
- Corruption and money laundering: Suppliers must not engage in or support any fraudulent or corrupt conduct, including the offering or acceptance of bribes, gifts, or facilitation payments. Suppliers must not engage in or support money laundering activities.
- Conflicts of interest: Suppliers must promote measures aimed at avoiding and disclosing situations where their financial or other interests' conflict with their professional responsibilities.
- Data protection and security: Suppliers must respect privacy rights concerning the collection, retention, use, or dissemination, as well as any other processing of personal data. Suppliers must not use or share confidential information they receive during their business relationship unless authorized by MS-C, in compliance with a legal obligation, or upon request by judicial or administrative authorities. In this regard, the confidentiality agreement signed between the parties shall be observed.
- Intellectual property and counterfeiting: Suppliers must respect the intellectual and industrial property rights of the group.

ENVIRONMENTAL OBJECTIVES

It is a necessity and a commitment for MSC and its suppliers to protect the environment and comply with environmental legislation. Additionally, a preventive approach must be maintained to avoid causing harmful impacts on natural resources and biodiversity, and initiatives that promote greater environmental responsibility should be encouraged.

- Environmental management: Suppliers must comply with environmental legislation and implement, operate, and constantly improve their procedures, paying particular attention to environmental aspects.
- Resource savings: Suppliers must advocate for the responsible consumption of natural resources, including water and electricity.

- Reduction of greenhouse gas emissions: Suppliers must work to control greenhouse gas emissions resulting from their activities.

If MS-C becomes aware of any breaches of these points, the continuation of the contractual relationship between both parties will be reviewed.