

## **INTEGRATED QUALITY, ENVIRONMENTAL and OHS MANAGEMENT SYSTEM POLICY**

After several years in the market, Neutroplast has laid out its strategic goal in line with the individual interests of its stakeholders, ensuring the success of everyone.

Through its quality standards, Neutroplast complies with legal and regulatory requirements for the pharmaceutical industry in the manufacture and distribution of primary packaging and medical devices throughout the entire product lifecycle. Since 2000, its quality system has been certified under ISO 9001, for all of the company's services.

ISO13485 and ISO15378 certifications, as well as compliance with Regulation (EU) 2017/745, regarding the CE Marking of medical devices, demonstrate Neutroplast's commitment to meeting the quality standards of the pharmaceutical sector, together with the Good Manufacturing Practices (GMP) implicit in FDA norms and requirements.

ISO14001 certification in 2021 is the result of Neutroplast's goal of minimizing environmental impacts and promoting environment protection, through commitments such as pollution prevention, proper waste management and application of good environmental practices, in compliance with legal requirements. We envision the constant improvement of the EMS in order to enhance environmental performance. We invest in awareness of environmental values and in the implementation of sustainable strategies to optimize processes, products and the safety of all employees.

There is also a very present focus on the organizational strategy that is linked to the commitment of the circular economy and the product life cycle. Neutroplast, in addition to being associated with *Smart Waste Portugal* and *Operation Clean Sweep*, is also involved in several ambitious projects in this regard. These projects start in 2021 and will last for 3 years.

Another of Neutroplast's constant concerns is to provide healthy and safe working conditions for the prevention of accidents at work and, therefore, the implementation of ISO 45001 with a goal of eliminating danger and reducing risks to Health and Safety at work. The consultation and participation of workers are a structural part of the organization's process so that, together with the remaining commitments and complying with legal requirements and other relevant requirements for this standard, continuous improvement is promoted.

Confident that our human resources are a key part of our success, we put a strong emphasis on their training and satisfaction, always seeking to make the company a benchmark in this area.

By constantly improving our products and services, we seek to align them to our customers' needs. To monitor these improvements, we evaluate customer satisfaction through performance criteria for the services we provide.

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