On behalf of the Management of ZITRO LABORATORY SLU and with the aim that all the activities of the company are oriented towards improvement, taking as a philosophy the principles of management according to ISO 9001/15 philosophy, I assume the responsibility of:

- Establish and ensure that all company and resources are oriented towards satisfying customer needs, expectations and applicable legal requirements.

- Establish and maintain a mutually beneficial relationship with suppliers. Suppliers shall be considered important partners of the company and shall work together with the company to achieve full customer satisfaction.

- To lead and promote policies that favor a good working environment, involving everyone in the achievement of the company’s objectives.

- Encourage the participation and training of all personnel, favoring motivation, valuing their contributions and achievements.

- Focus the entire system on processes and provide the necessary resources to achieve the objectives set.

- Promote the whole system towards management, identifying and understanding the interrelated processes to contribute to the organization’s effectiveness.

- Establish and seek to make continuous improvement a permanent and priority objective.

- The review of the Quality Policy, as well as the establishment and review of specific and quantified quality objectives, is carried out in the management reviews of the system.

Firmado,

[Signature]

Directora de Calidad