

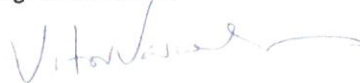
Date: 31/03/2020

MANAGEMENT MANUAL Ed. 00

5.2. Quality Policy

- In CIIMAR we are a reference center in marine and environmental research committed to the environment, sustainability, well-being and health.
- The CIIMAR Quality Policy is manifested by the Organization's strong commitment to achieving **the needs and expectations of stakeholders or interested groups**.
- This Quality Policy serves CIIMAR as a reference framework for **setting objectives and goals**, and will be updated according to the requirements of its customers, employees and services, for which management undertakes to review it annually for its **continuous adequacy and improvement**.
- CIIMAR aims to be a reference research center in its sector thanks to the trained and coordinated human capital, which allows the execution of the most demanding research projects.
- Quality must be a common and shared objective in CIIMAR, and on the basis of this, the Management encourages communication both to its workers and subcontractors, so that they are an involved and active part of its Quality Policy, as well as the obligations and objectives that the Organization acquires.
- In addition, CIIMAR is a firm commitment to comply with the **legal requirements** that apply to its activity, as well as the internal requirements that the organization subscribes to.
- To meet these objectives, a Quality Management System is established documented in a manual and in the corresponding procedures, in accordance with the requirements of the **UNE-EN-ISO 9001:2015** standard. These procedures will be evaluated and associated with methods of monitoring and setting quality targets as a source of feedback to identify and implement **opportunities for improvement** in the established Management System, aimed at **achieving customer and internal staff satisfaction**.

Sign of Dirección



In Oporto, 29 of July of 2020

This Quality Policy is established by the Management, being under control within the Quality Management System forming additional part of this manual. The Quality Policy is communicated, understood and enforced by all CIIMAR staff and is available to stakeholders through web.