

Quality Policy

The quality policy of Fidelis Research EAD is aimed at achieving high quality of the provided project management services, related to the activity of collecting biological material and conducting clinical trials. In order to implement the Policy and to achieve the sustainable development of the organisation, a quality management system according to the requirements of ISO 9001:2015 has been developed and implemented in Fidelis Research.

With this Quality Policy, the leadership of Fidelis Research declares its responsibility for the efficient functioning of QMS in compliance with the following guiding principles:

- quality of performance - meeting client requirements and compliance with applicable regulatory requirements;
- applying risk-based thinking;
- implementation of a process approach in planning, organising, controlling and analyzing the activities;
- continuous improvement, through periodic analysis, monitoring and evaluation of the QMS performance;
- providing the necessary resources to operate and improve the QMS;
- Involvement of staff, through motivation, communication and clarification of the directions of development of Fidelis Research.

The main priorities in the activity of Fidelis Research are directed to:

- expanding the organisation and becoming a market leader in the field of collecting, storing and purchasing tissue samples for medical and scientific research on the Balkans;
- extension of the services provided in the direction of validation of biomarkers, testing of medicinal products and storage of samples;
- increasing the efficiency of business processes in the organisation through proper planning, organisation and control of operations;
- effective exchange of information with stakeholders in order to investigate and meet their needs and expectations;
- monitoring and measuring key indicators of processes and activities relevant to the quality of the products provided;
- continuous improvement of QMS and increase of its efficiency, through optimisation and improvement of processes and efficient use of resources

The leadership of Fidelis Research EAD declares its personal responsibility and commitment for the implementation of the announced quality policy.

Date: 17May2024

Leadership Executive:



/ Miguel Tobin/