

MISSION

- ✓ Our mission is to distribute medical devices, personal protective equipment and hospital products in an efficient and quality manner.

VISION

- ✓ We aim to be a leader in distribution, supporting our customers in the long term, thanks to our strong and long-lasting relationships with manufacturers and suppliers.
- ✓ We work with suppliers and customers in Europe, the United States and countries outside the European Union, continuously seeking new market lines and the expansion of our portfolio.

VALUES

- ✓ Quality in the service and delivery of our products.
- ✓ Focus on the customer and their needs.
- ✓ Quick response to customer demands.
- ✓ After-sales service and quick management of complaints.
- ✓ Loyalty of our suppliers.
- ✓ Respect for the environment in our management.
- ✓ Energy efficiency and resource optimisation.
- ✓ Teamwork.
- ✓ Promotion of interdepartmental relations.
- ✓ Respect and integration of people.

MANAGEMENT POLICY

The Management of TIOPHARM, company dedicated to the sale of health, cosmetic and personal hygiene products, is aware that working under a Management System in accordance with the ISO 9001, ISO 14001 and ISO 13485 standards will help us to achieve the complete satisfaction of our customers through the fulfilment of their requirements and continuous improvement. In the same way, it promotes the fulfilment of all the company's objectives in the field of Quality, Environment and Safety in the distribution of medical devices, complying with legal and regulatory requirements, and the needs of all our products for the total satisfaction of the consumer, and the maintenance of the effectiveness of our management system.

This policy aims to ensure that:

- The products are adapted to the customer's needs and specifications.
- We rigorously comply with the delivery deadlines agreed with the client.
- Our work is carried out in appropriate and suitable locations, complying with the necessary standards and legal requirements.
- The working environment is clean and tidy to improve process efficiency.
- Processes are properly defined to optimise time and quality of service.
- Accurate self-monitoring of the receipt and dispatch of goods is carried out and recorded in order to be fully aware of their traceability.
- We comply with our commitment to environmental protection, pollution prevention and compliance with legal requirements, as well as other commitments established in favour of respect and care for the environment.
- All these actions allow us to continuously improve our global management, as well as the environmental performance related to our activities.

Making this policy a reality is an objective and a responsibility of all staff headed by the Management. This Policy represents the reference framework for the setting, review and fulfilment of our environmental and quality objectives, included in our Strategic Planning.

This Policy is communicated both internally and externally to all our stakeholders.

Morcín, 11 April de 2024

Sofia Nogueira - CEO