



Quality Policy

The aim of the Bang de Sang i Teixits ("BST") is to guarantee the supply and optimal use of blood and tissue in Catalonia, being the benchmark centre for diagnostic immunology and development of advanced therapies.

In order to promote quality, innovation and ongoing improvement, as essential values to achieve business excellence in our everyday work, the BST has implemented – and it maintains, updates and improves – a quality management system based on the following pillars:

- Maintaining a public transparent commitment with society while ensuring its needs and expectations are met.*
- Reinforcing the economic, social and environmental sustainability of the organisation by creating a series of values, rules and protocols to promote co-responsible use of resources.*
- Acting ethically with all the agents involved and creating stable relationships based on trust and cooperation.*
- Ensuring the confidentiality of the data of our clients and private information that could be obtained from collaboration agreements and contracts.*
- Reinforcing efficient management of our relationships with collaborators, suppliers and clients in order to enhance capacity, add value and achieve mutual benefits, placing a priority on agents that act in a socially responsible manner.*
- Increasing the competence of the company's staff by training and developing skills.*
- Promoting internal communication and team work for the purpose of encouraging creativity, encouraging new ideas and taking advantage of employees' talent.*
- Ensuring ongoing improvement in order to achieve the highest quality level in the products and services we provide, setting and reviewing targets and providing the required human and technological resources.*
- Guaranteeing that all the applicable legal requirements and those voluntarily undertaken are duly fulfilled.*

Achieving these pillars means that the Bang de Sang i Teixits is becoming an innovating company, progressing towards a sustainable model of excellence, committed to service, open and responsive to society and instilling trust based on our know-how, a motivating atmosphere and a united and dedicated human team.

This policy, considered as a reference point, is notified to all the staff in the organisation and is regularly reviewed by the management of the Bang de Sang i Teixits in order to guarantee it is always adapted to the current situation.

DR. RAMON PAU PLA
MANAGING DIRECTOR OF THE BANG DE SANG I TEIXITS

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