

# QUALITY POLICY

Since Grifols began, we have been committed to improving the health and well-being of people around the world developing, producing, marketing, and distributing safe and effective medicines, advanced diagnostic systems, and other innovative solutions with the highest standards of quality and safety.

Grifols corporate values – Pride, Safety, Effort, Commitment, Excellence, Teamwork, Innovation and Improvement – guide us to meet this commitment and foster the creation of long-term sustainable value for patients, blood and blood components donors, the healthcare community, Grifols collaborators and society in general.

Grifols Quality Policy is implemented through a comprehensive Quality System that governs all aspects of the business according to the applicable laws, rules, and regulations. Our performance is monitored and regularly reviewed to ensure that our high expectations regarding quality and safety are met.

As part of Grifols commitment to Quality:

- All operations are conducted in compliance with applicable laws, rules, and regulations and according to the specific Marketing Authorizations and Product Licenses.
- Senior Management has the ultimate responsibility to ensure the effectiveness of the Quality System in place and to maintain a Quality Culture that places quality and safety as our highest priority.
- All employees are competent on the basis of appropriate education, training, skills and experience. Employees are trained to understand and act according to the approved policies and procedures to assure compliance with all local and international regulations.
- Continuous improvement is promoted in order to implement changes that leads to problem solving, efficiencies, and compliance aligned with Grifols objectives and strategy.
- Innovation has a boundless value to guarantee the future of our organization and fulfill our mission with society as a healthcare leader, applying quality principles from the initial development phases.
- Knowledge is managed in a way that the relevant information is disseminated and available for correct quality-based decision-making.
- Quality Risk Management is integrated in the quality system and executed actively to identify, evaluate, and control potential risks to quality, safety, and regulatory compliance.
- Grifols Managers are responsible to appropriately escalating situations that may compromise quality, safety and/or regulatory compliance.
- Business efficiency and excellence are pursued at all stages, optimizing our internal structures, processes, and governance under the principles of responsibility, transparency, and collaboration.
- All products and services are provided in a timely manner.

For Grifols quality and safety are more than a regulatory requirement, they are core values applied to all areas of the business and each person in Grifols is accountable for ensuring product quality, donors, patients, and customers safety.