



## IVI GROUP'S MANAGEMENT SYSTEM POLICY

IVI is an innovative company with the main mission of developing a common project: *providing high-level reproductive medicine, promoting research, teaching initiatives and professional excellence.*

IVI offers a wide range of services within the field of Assisted Reproduction, of the highest possible quality, safety and sustainability. Thus it has established a series of basic principles for its Quality and Risk Management Policy, in line with the group's strategic direction, which are known and respected by its employees:

- ✓ Sustained and sustainable **Growth** based on excellence and innovation.
- ✓ **Scientific and technical leadership**: IVI's staff remains highly skilled and undergoes continuous training to ensure the scientific content of their activity is the best and most adequate to meet the needs of its patients.
- ✓ **To be a benchmark in Quality of Care**, focusing on the identification, analysis and elimination of any risks; for us the **Patient comes first**. Shared medical decision making, as well as the creation of a safe environment and process for the patient, implementing the controls, indicators and necessary checks to notify, prevent and mitigate the risks identified, will be part of the pillars of a service of the highest quality.
- ✓ To offer **personalised and highly specialised care** in order to exceed the patients' expectations and thus achieve optimal patient satisfaction.
- ✓ IVI periodically reviews the management system and is committed to **Continuous Improvement** and the incorporation of the **KAIZEN** culture throughout the organisation.
- ✓ To **improve the employees'** skills, motivation, safety culture and satisfaction, and this will in turn lead to an improvement in patient satisfaction.
- ✓ To actively contribute to **environmental protection and pollution prevention**, adopting all the necessary measures to avoid or minimise the environmental impacts derived from the consumption of natural resources and waste generation in its activities.
- ✓ To guarantee the quality of the service by **complying with legislation**, regulations and national and international recommendations.

Valencia, 29<sup>th</sup> January 2020

Operations Director

