

QUALITY, ENVIRONMENT AND INFORMATION SECURITY POLICY



At Making Science we manage to generate value through integrated solutions to offer 360° experience-oriented results. Our services, coupled with the work of our teams, make Making Science the ideal partner to execute the digital strategy tailored to the client's needs.

Our staff, highly qualified to carry out their work, is made up of some of the best specialists. Their experience and good treatment are the main guarantees for quality service and commitment to the environment.

This Policy establishes the improvement of our client's satisfaction as the main axes to achieve a stable and collaborative relationship. Our customers' expectations require both the fulfillment of their requirements and those established by the organization itself and those related to the service and the environment.

For our company, the protection of information seeks to reduce the impact generated on its assets by the risks identified systematically to maintain a level of exposure that allows us to respond to the integrity, confidentiality, and availability of the same, under the needs of the different stakeholders identified.

In this way, the basic philosophy and objectives that will set the direction of our organization will be:

- To ensure the best possible service to our customers, applying ourselves to the maximum in the process of continuous improvement.
- It provides a frame of reference for setting environmental objectives;
- Includes a commitment to environmental protection, including pollution prevention, and other specific commitments relevant to the context of the organization;
- Is appropriate to the purpose and context of the organization, including the nature, scale, and environmental impacts of our activities, products, and services;
- The concept of customer service and full customer satisfaction that inspires this improvement process will also be reflected in our company, in such a way that the internal performance of each person should in all cases pursue the satisfaction of the people or functions that follow them in the chain, using the results of their work.
- Compliance with legal requirements as well as those applicable to information security and implicit requirements that apply to us due to our activity.
- Include information security objectives or provide a framework for establishing information security objectives;
- Provide all staff with the level of training and learning necessary for the development of their activities related to the quality of the service.
- Make quality and information security a basic element of the company's culture.

The management will establish, within the general policy of the company, the plans and resources necessary to achieve the objectives set out in this policy, including a commitment to continuous improvement of the integrated management system for quality, environment and information security.

It is committed to promoting an understanding and dissemination of our policy within our organization, through training and continuous communication with our employees and collaborators.

This policy provides a reference framework for establishing and reviewing the objectives of the system, being communicated throughout the organization, exposed to all interested parties and reviewed annually for its adequacy when deemed necessary.

Madrid, 28 March 2021

CEO