

*Euromed Pharma S.r.l. understands the Integrated Policy as a key element of the organization and control of its corporate structure, with the aim of being able to define and implement a Quality and Environmental Management System according to the principles of the UNI EN ISO 9001:2015 and UNI EN ISO 14001:2015 standards and according to the main sector regulations. The main activity of the company is the **trading of medicines and medical devices**. This activity considers the following key points:*

- ✓ Knowledge of the products
- ✓ Knowledge of the market and of the main stakeholders
- ✓ Analysis and monitoring of customer requests for constant satisfaction with the service provided
- ✓ Analysis and monitoring of reports, as input for continuous improvement
- ✓ Analysis and monitoring of environmental impacts

Our company believes that the application of the Quality and Environmental Management System throughout the organization is very important to achieving the targets set, including:

- *supply a quality product/service, in relation to the intended destination, to the costs and to the contractual requirements agreed with the customers, in accordance with the current legislation;*
- *constantly pursue the customer satisfaction. Punctually and effectively perceive the customer's needs in terms of the requested service, constantly measuring the level of satisfaction;*
- *spread the culture of customer satisfaction and centrality at all levels;*
- *collaborate with suppliers to identify critical issues in the pharmaceutical logistics chain by implementing innovative solutions and sharing corrective actions;*
- *share the principles of Quality and Environmental to suppliers by monitoring their work;*
- *guarantee the constant training for all employees with specific and effective training plans and the verification of effectiveness, to ensure high quality of the service and legislative and regulatory compliance;*
- *preserve the integrity of the environment during the operational activities to improve the performance and make the service more compatible with the external community;*
- *prevent pollution to reduce the final impact on the environment;*
- *share, develop, pursue and constantly verify the culture of safety at work, encouraging everyone's to take part of every training session and safety management.*

Our Management believes that a certain level of quality and respect for the environment can only be achieved with the commitment of each function involved in the provision of the service, so it's each employee's responsibility to be compliant with the management system adopted and the standards of reference in achieving the goals set by the company.

Our Management undertakes to constantly strive for the satisfaction of its customers, with an integrated perspective of continuous improvement; furthermore, it adopts intervention policies in compliance with environmental protection and defence criteria according to a logic of sustainable development.

For all issues relating to the Health and Safety of workers, Leg. Decree 81/08 and subsequent amendments, Euromed Pharma wants to provide and constantly maintain adequate means and working conditions for carrying out its activities, involving employees, managers, suppliers and all customers, in the logic of correct training and information.

All this can be implemented with continuous risk prevention awareness of the relevant functions and with continuous compliance with current legislation.


Human Resources are the fundamental asset for any companies and in this perspective Euromed Pharma intends to treat them, encouraging continuous improvement processes resulting from education and training.

In a highly competitive landscape, the Management believes it is essential that all the company's employees are ready to respond to the needs that come from inside and outside the company itself, therefore it works for introduce qualification criteria for each function, guided paths of growth and corporate qualification paths, meeting the requirements of human resource and customer satisfaction and commitment to safeguarding the environment.

For these reasons, Euromed Pharma implements annual training plans following the most significant requests from internal and external sources and it wants to value the effectiveness of the planning.

This Integrated Policy is supported by suitable goals that are defined in specific company documents that are periodically reviewed in order to evaluate the level of application and achievement of them to ensure their adequacy with the established requirements.

Legal Representative


3.10.2023