

TMC Management has decided to adapt its service centre's management system to the one defined in the ISO 9001 and ISO 27001 International Standard as well as in ISAS, in order to meet and exceed customer expectations.

The principles of the quality and security policy are defined as:

- To provide a good and accurate diagnostic service with the best possible quality that adds value to our customers and patients with end goal to achieve high customer satisfaction.
- To provide training solutions to our medical stakeholders with the aim to improve their clinical diagnostic skills, and hence, deliver better diagnosis to the patients.
- To listen to customers and staff and focus on continuously improving our services. TMC Management undertakes to improve the effectiveness of our quality and security management system through client and employee satisfaction surveys and management reviews.
- To ensure the quality and data protection of our client services, demonstrating our ability to consistently provide diagnostic services that meet or exceed customers' demands, as well as applicable regulatory requirements and other relevant quality standards or accreditations.

Top management will review this quality and security policy periodically at management review meetings, in which they will verify its validity and adapt it if necessary.

Barcelona, 4<sup>th</sup> July 2018



Alexander Böhmcker

CEO, Telemedicine Clinic

This statement is updated every three years, or at times of major changes.