

TMC Management has decided to adapt its service centre's management system to the one defined in the ISO 9001, ISO 14001, ISO 27001, ISO 27701 International Standards as well as in QSI, in order to meet and exceed customer expectations.

The principles of the quality, environmental and information security and privacy 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 and Information Security and Privacy standards or accreditations.
- To protect the personal information from our customers and their patients, as well as our employees by handling it responsibly and safeguarding it using appropriate technical, administrative and physical security measures.
- To commit to the protection of the environment, including prevention of pollution and other environmental aspects relevant to the organisation
- To stay true to our culture and values defined in the [TMC Culture Book](#).

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

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