

QUALITY CHARTER

The on-going purpose of the ESA is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our members and customers. This achievement will result in securing efficiency, a strong service focus and enhancement of long-term sustainability within the Organisation.

The Management of ESA will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

The Management of ESA commits to ensure that sufficient resources are made available within the ESA to achieve this. The Management of ESA commits to ensure that through communication, engagement, training, and by example that Quality is the aim of all members of the Organisation.

Through guidance and support, each staff member will have a proper understanding of the importance of the Quality System, of each person's responsibility in contributing to its effectiveness, and its direct relevance to the success of the Organisation.

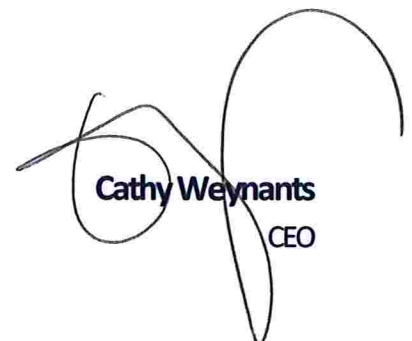
Every employee is responsible for the tasks required by his or her role and will be trained in order to perform those tasks.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within the ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organisation as determined by the Management of ESA.

The ESA Research Clinical Trials follow the internationally recognised ICH-GCP guidelines.

The Quality System will be monitored, measured, evaluated and enhanced regularly with regular reporting and communication of the status and effectiveness at all levels.

Brussels, February 2020



Cathy Weynants
CEO