



KLEVA is recognized as a contract development and manufacturing organization for the Health & Personal Care industry providing the below services:

- **Product Development**
- **Medical Products, Food Supplements & Medical Devices manufacturing and testing**
- **Storage**
- **Technology Transfer and Regulatory Affairs**
- **Exports**

KleVA's Quality Vision is stated as:

*Our Quality Management ensures uncompromising **quality, safety and efficacy of patient's/ consumer's satisfaction**. We are committed to meeting our customers' expectations, by embedding **quality culture across the company**. Our advanced Quality System integrates continuous improvement initiatives and manages complexity.*

In order to support KLEVA's goals and vision in delivering supply **RELIABILITY** to our customers, profitable business **GROWTH** and developing the organizational **CAPABILITY**, we are committed to continuously improve the Quality and Value of products and services.

We are focused on our Quality System and we are setting the main goals of:

- ✓ Having an integrated Quality System which delivers a harmonized profile of services to our customers
- ✓ Embedding our quality culture across all levels of the organization
- ✓ Efficiently integrating the highly increased expectations of our customers, the regulation changes and the future growth vision of KleVA
- ✓ Complying with all appropriate product specifications, regulations and applied standards
- ✓ Fully meeting our customers' satisfaction
- ✓ Ensuring products' safety and compliance by maintaining continuous improvement in the implementation of all processes
- ✓ Securing that Data Integrity is emended within our quality culture and the process and maintenance, accuracy and consistency of the data is established

Our Quality Policy focuses on:

- Quality Culture continuously transmitted across all organizational levels
- Customers and Patients are KLEVA's priority

- People are our most valued resource
- Customers, Suppliers and Service providers are our partners
- Continuous improvement

An effective Quality Management System is essential to the realization of our Quality Objectives reliably and to the future growth of Kleva.

The attainment of our Quality Objectives is the primary responsibility of KLEVA and it requires the active participation of every employee to operate within the requirements of the applied Quality Management System.

The Quality Management System is reviewed on period basis in order to:

- ✓ ensure its effective implementation at all levels of the organization
- ✓ measure the achievement of our Quality Objectives
- ✓ assess our Quality Metrics
- ✓ monitor the effectiveness of our services
- ✓ identify opportunities for continuous improvement



Controlled Document (code): COR-FRM-QA-01.07 v.1
Controlled Document (title): Quality policy



SIGNATURES

Process Owner: Valia Kanellaki
Corporate Quality Systems Officer
Pharmacist, MSc

Corporate Quality Systems Officer 16/10/2023
Date

Reviewer: Christina Panagiotopoulou
QA/QC Manager, Polydendri site
Biologist, MSc / MBA

QA Manager 16/10/2023
Date

Reviewer: Polina (Polyxeni) Villa
Corporate QA Manager
Chemist, MSc

Corporate QA Manager 16/10/2023
Date

Approver: Maria Georgiou
Head of Corporate Quality & Compliance
Pharmacist, MSc

Head of Corporate Quality & Compliance 16/10/2023
Date

Approver: Zina Levetsevitou
Vice President of Scientific Operations

Vice President Scientific Operations / QP 16/10/2023
Date

REVISION HISTORY

Ver. No.	Description of Change(s)	Change Owner	Effective date
1	New Document	V.Kanellaki	16/10/2023