

## **Quality Commitment of Novellas Healthcare: Aligned with ISO 9001 and GDPR Standards**

The Management of Novellas Healthcare has a strong commitment towards Quality and Compliance. We have created a solid Quality Management System (QMS) within our organization, which ensures us to maintain high-level quality and compliance of all our services throughout their life cycle, in full compliance with the applicable regulations and other health-related requirements.

To ensure the quality of services, Novellas Healthcare has based its quality management on the requirements of ISO9001:2015. With this approach, Novellas Healthcare wants to engage in meeting the expectations and requirements of its customers and ensure to align the internal management of the organization as such.

With a clear knowledge of our customers' expectations, we strive to consistently meet and exceed them. Therefore, we adhere to all applicable standards and customer specific requirements and endeavor to provide and implement processes that ensure building a robust and world class business while fostering inclusion and promoting supplier diversity. Best practices at all levels and systematic research will result in reliable risk management. Driving continuous improvement, enhancing innovation that is based upon efficient business processes, setting out good measurements, rolling out best practices and customer surveys, are key objectives for Novellas Healthcare.

Novellas Healthcare has also obtained the IG1-2020 certification: this certificate assures that the processes, services, tools and practices of the health ICT system at Novellas Healthcare meet the validated criteria relating to accountability, audit readiness, data processing, corrective action capability, documentary compliance, privacy, ethics, security, data protection & GDPR compliance.

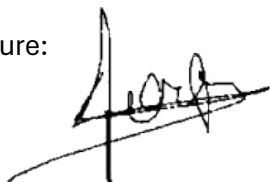
By maintaining ISO 9001:2015 and IG1-2020 certification, we demonstrate our unwavering dedication to quality, transparency, and data protection. When you choose Novellas Healthcare, you are choosing a partner committed to excellence and integrity.

Tom Torfs

General Manager Novellas Healthcare

Date: 30/04/2024

Signature:

A handwritten signature in black ink, appearing to read 'Tom Torfs', written over a horizontal line.