

**Polyfly, S.L.** researches, produces, and markets syrphid flies as natural pollinators for protected crops. It was established in 2017 in Almería (Spain), at the heart of the European fruit and vegetable industry. Unique in the world, **Polyfly, S.L.** offers an innovative, nature-inspired pollination solution that is economically viable and environmentally sustainable.

The Management of **Polyfly, S.L.** approaches the Quality Management System as a way of organizing the company's operations based on fundamental pillars such as technological improvement, the quality of its products and services, customer satisfaction, and the continuous improvement of the System's effectiveness. To this end, the Quality Management System is based on:

- Achieving, maintaining, and improving the level of quality desired by the company can only be accomplished through the commitment and involvement of all personnel, leveraging their creative potential and skills, and fostering a culture of innovation.
- This involvement must be achieved through understanding the impact that individual contributions, information, and communication have on the quality of the service provided, and through the actions of leaders across all areas and levels of the organization.
- Quality is achieved by planning, executing, reviewing, and improving the Management System to prevent potential errors. Both Management and the staff of **Polyfly, S.L.** are committed to complying with applicable legal and regulatory requirements.
- Only through continuous improvement of processes, methods, services, etc., can greater internal efficiency, better responsiveness to customer expectations, and therefore improved customer satisfaction be guaranteed.
- All **Polyfly, S.L.** personnel, regardless of their roles and responsibilities, must analyze the data available to them regarding the activities they perform, in search of improvement opportunities; for this reason, continuous improvement must be a permanent objective for everyone, across all activities carried out in the company.
- Our commitment to quality leads us to pay the utmost attention to technological developments and to the potential improvements offered by new technologies.
- **Polyfly, S.L.** ensures that R&D&I projects and activities are aligned with the needs and expectations of our clients, partners, and other stakeholders, complying with both their established requirements and the legal, regulatory, and internal requirements of the Quality and R&D&I Management System.
- To promote a policy for the protection and exploitation of the results obtained from the R&D projects carried out by the company.
- To promote R&D activities through dissemination, in order to make known the innovations of **Polyfly, S.L.** and the importance of effective R&D management in accordance with system requirements.
- Participation and collaboration from all personnel are required, which is why this Policy is disseminated to all company staff for their awareness and understanding.

For the effective application of these principles, support from both the management team and all staff is absolutely necessary.



Management

Almería, September 3, 2024