Business Policy

QUALITY · INFORMATION SECURITY · ENVIRONMENT · INNOVATION

Vitro is a biotechnology company dedicated to the **research, development, production and marketing of diagnostic products** for Anatomic Pathology, Microbiology, Immunology and Molecular Biology laboratories. Management establishes and communicates this Policy, which is the basis of our Integrated Management System and our objectives. We are committed to:

01
Focusing on our interested parties

We manage our processes with a risk- and opportunity-based approach to meet the needs and expectations of customers, users, employees, suppliers, distributors, public administrations and the environment.

02
Acting ethically and complying with regulations

We act with professionalism, ethics and transparency, complying with all legal and regulatory requirements applicable to our activities.

Regulation (EU) 2017/746 · Royal Decree 942/2025 · ANVISA Resolution RDC No. 665/2022, among others.

03
Empowering our people

We rely on competent and committed people. We encourage teamwork, continuous learning and a suitable work environment based on dialogue and cooperation.

04
Making respect the basis of all relationships

Zero tolerance for any form of harassment, discrimination or intimidation. Any such conduct must be reported through the Whistleblowing Channel.

05
Improving continuously

We improve the effectiveness of our system by sharing knowledge and seeking solutions that optimise our production and management processes, integrating economic, technical and social aspects.

06
Innovating to advance diagnostics

We adapt to the technical and regulatory evolution of the sector, develop new products and services through R&D&I projects and foster the creativity of our personnel.

07
Ensuring products of the highest quality and safety

We manage the risks of all our products to protect patients, users and the environment, and maintain an effective surveillance system that notifies customers and Health Authorities when appropriate.

08
Protecting information

We apply controls and raise awareness among our personnel to guarantee the confidentiality, integrity and availability of information against external and internal threats.

09
Caring for and respecting the environment

We manage our waste, promote recycling, prevent pollution and use energy responsibly, encouraging good habits both inside and outside the company.

Microbiology and Anatomic Pathology Laboratory

We ensure the highest level of quality and professionalism throughout the diagnostic process —from sample to report and consulting— and avoid any activity that could undermine confidence in the competence, impartiality and integrity of our personnel. We guarantee the confidentiality of patient information and results.

Whistleblowing Channel
Report any conduct contrary to this Policy.

Certificates and quality
See our certifications at vitro.bio

Integrated Management System

ISO 9001 · ISO 13485 · ISO/IEC 27001 · ISO 14001 · ISO 15189

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