

## POLITICS ON QUALITY AND ENVIRONMENT

To promote actively the continuous improvement of our products and services in order to achieve satisfaction from all parties through the accomplishment of the legal, regulatory and clients' requirements, the quality and innovation principles, and the compromise with the environment by adopting the necessary measures to use resources efficiently, to prevent pollution and to reduce residues and environmental impact derived from any processes to the minimum.

### MISSION

To offer quality services to all parties quickly and reliably, which go beyond the merely demanded by regulation and the best practices in our competence and which foster progress in society.

### VISION

To establish ourselves as an internationally recognised centre by its quality, professionalism and promptness.

### PRINCIPLES

- Calidad y mejora continua: creemos en optimizar y revisar permanentemente nuestros procedimientos, procesos, equipos y servicios para mejorar en seguridad y precisión y ahorrar trabajo, recursos y costes innecesarios.
- Adaptación al cambio y gestión proactiva en la optimización de los servicios y procesos.
- Innovación: pensamos que la aplicación de las últimas metodologías y el desarrollo interno de procesos son el principal camino para lograr la satisfacción de las partes interesadas.
- Compromise with society and environment. We feel compromised with the well-being of primary and secondary interest groups.
- Participative management and team spirit: one of our pillars is to count on a highly qualified team of professionals who are coordinated and integrated in the company structure.
- Professionalism and strict compliance of professional standards. Our compromise is to guarantee the accuracy and reliability of our results through the exhaustive compliance of the most demanding procedures.

## COMPROMISES

- To develop, keep, update and communicate the Quality Management System to all personnel, which includes the quality principles, the continuous improvement and the compromise with the environment defined in UNE EN ISO 9001, UNE EN ISO 14001, UNE-EN ISO/IEC 17020 y UNE-EN ISO/IEC 17025 standards, with the aim of providing a management aligned with professional good practices and accomplishing with the legal, regulatory and clients' demands.
- To have the necessary means to the compliance of this Policy, the quality and environment objectives, the conformity and the quality of daily work.
- To increase personnel's awareness about the importance of their activities on the quality of the services provided.
- To provide the personnel with the knowledge, training and material resources which are necessary to the development of the activity by implementing the proper procedures to make sure that all documents are understood and applied by the personnel.
- To establish the necessary mechanisms to ensure that the work from all areas of the company and the rest of companies from Tentamus Group (which LAB belongs to) does not result in any conflict of interest with the Inspection Unit, and that any type of activity started by the organization is analysed properly in order to assess the impact on the type of Inspection Entity defined.

## POLITICS ON LAB PERSONNEL

- To apply a participative management model oriented to the compliance of the collective policy and goals of the organization.
- To offer continuous training to the personnel.
- To establish the necessary information flow according to each level of responsibility necessary for decision making.
- To establish process which generate equal opportunities of development and progress to all competent workers, regardless gender, age or origin.

## POLICY ON PRIVACY, INDEPENDENCE, IMPARTIALITY AND INTEGRITY

- LAB direction assures that the company does not participate in any activities that may jeopardize the operational integrity, judgement, technical competence and/or impartiality in any of its areas through the signed declaration of the company and the personnel (REG-11/10 Policy on Privacy, Independence, Impartiality and Integrity).
- The company and its personnel are not subjected to any commercial, finance or any other pressure (internal or external) which may affect the quality of the work.
- The management of the Laboratory has the authority and the appropriate resources to guarantee the technical and management competence.
- LAB Direction makes sure that the personnel will never be instructed or forced to alter or falsify any data. Integrity, accurateness and feasibility of date is the responsibility of the personnel.
- LAB Inspection Unit and its personnel are not compromised in any activity which may imply a conflict with their independence of judgement and integrity regarding their inspection activities.
- LAB direction assures that LAB Inspection Unit and its personnel are not subjected to any external and/or internal pressure that may have influence on the results of the inspections performed through the signed declaration of the company and the personnel (REG-11/10 Policy on Privacy, Independence, Impartiality and Integrity). Likewise, the remuneration received by inspectors will not depend on the number and result of the inspections performed.
- Any new activities to be carried out in any areas will be the object of an exhaustive study from the part of the Management and the personnel assigned to this purpose (Quality Manager, Project Manager, Technical Director of the Inspection Unit) in order to make sure that no conflict of interest arises between the areas involved and other areas, which includes the assessment of the impact in the condition of Inspection Entity Type A from the Inspection Unit, looking into the emergence of any issue related to its independence, impartiality and integrity. Such information is registered in the Identification of Conflicts of Interest document based on the NT-17. In the case of conflict of interest that affects any area of the company, including the Inspection Unit, the Management will be responsible for taking the appropriate decisions to find a solution.

Firma:



Juan Ramírez  
CEO LAB | Laboratorio Analítico Bioclínico