Quality Policy

ACONSA® is an organization/company dedicated to conducting analytical testing, as well as training, consulting, and auditing activities within the field of public health protection, serving individuals, companies, and public administrations. Since its foundation in the year 2000, ACONSA® has been firmly committed to the principles of quality and is comprised of a team of highly experienced and well-trained professionals.

The quality policy at **ACONSA®** is aimed at fully meeting the needs and expectations of its clients. The Management of **ACONSA®**, aware that the development of quality is a key element that differentiates its commitment to clients from that of other organizations, has decided to promote a quality policy that enables the achievement of the established objectives.

It is essential that the Quality Policy is understood, communicated, applied, and kept up to date at all levels of the company and with all external collaborators.

The need to define the objectives and quality policy of **ACONSA®**, and to ensure that these are known and established by all personnel, makes it necessary to define a Quality System and to have it documented. The ultimate goal is to ensure the achievement of the following objectives:

- Protection of Public Health
- Complete satisfaction of our clients with the services provided
- Compliance with the requirements set forth by applicable regulations and technical standards, as well as by public institutions
- Fulfillment of client and stakeholder requirements, along with all legal and regulatory requirements that affect the provision of our services
- Continuous improvement in quality and competitiveness
- Ongoing improvement of processes and services as a key tool to increase effectiveness, efficiency, competitiveness, and client loyalty
- Analysis of risks inherent to our business and organization, with the aim of mitigating, minimizing, and reducing them

It is the established policy of **ACONSA®** to operate under a documented quality system that is regularly reviewed for suitability and effectiveness. The implemented quality system meets the applicable requirements of the ISO 9001:2015 standard for quality assurance in service.

Management declares its commitment to comply with and ensure compliance with the requirements contained in the documentation that constitutes the Quality System.

Barcelona, 27/11/2020

Xavier Lizana i Alcazo
General Manager

Firmado por XAVIER LIZANA ***9385** REP. ACONSA, S.L. ****7899* el día 25/07/2025 con un certificado emitido por XAVIER LIZANA 35093853Q REP. ACONSA\