

	QUALITY AND ENVIRONMENT MANUAL SECTION III QUALITY POLICY	Page 1 of 1 Rev. 6
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QUALITY POLICY

Management of **Gold Standard Diagnostics Madrid PTS, S.L. (hereinafter PT GSD)** considers customer satisfaction, continuous improvement, innovation, sustainable development, and the progress of its human resources as fundamental objectives for the company's development.

To achieve these objectives, an organizational model has been established based on UNE EN ISO 9001 for its Quality Management System, UNE EN ISO 14001 for its Environmental Management System, and, for the associated subsystems, ISO/IEC 17043 for its activity as a Proficiency Testing Provider and ISO 17034 for its activity as a Producer of Reference Materials and Certified Reference Materials.

The services provided by PT-GSD consist of:

- Organization and coordination of interlaboratory comparison exercises (according to ISO/IEC 17043)
- **Organization of other intercomparison exercises (collaborative and certification)**
- Production and commercialization of Reference Materials and Certified Reference Materials (according to ISO 17034)
- **Coordination activities and specialized consultancy focused on interlaboratory comparisons**

Through this Quality and Environmental Policy, General Management commits to:

- Comply with the requirements established by the reference standards (UNE EN ISO 9001, ISO/IEC 17043, UNE EN ISO 14001, and ISO 17034).
- Provide the necessary material and human resources to ensure the level of service required by clients as well as by legal and regulatory provisions, including environmental ones, in order to achieve customer and interested parties' satisfaction within the organization's context.
- Ensure proper resource management and environmental protection, striving to prevent pollution and minimize any potential environmental impact generated.
- Establish the necessary mechanisms to enable continuous improvement of the effectiveness of the systems and **subsystems**, as well as the organization's environmental performance, through:
 - Definition and monitoring of quality and environmental objectives.
 - Communication to all personnel of the importance of meeting customer requirements.
 - Evaluation of results obtained from the various activities carried out and the establishment of corrective, preventive, or improvement actions when necessary.
 - Continuous training of personnel.
 - Collection and evaluation of feedback from clients.
 - Consideration of the environmental variable in the planning and development of activities, promoting environmental awareness among personnel, suppliers, and society in general.
 - Definition and implementation of a Sustainability Plan.

PT-GSD personnel must be familiar with the Quality and Environmental Management System documentation; therefore, activities are established for its dissemination and control to ensure it is understood and adopted.

The implementation and monitoring of the system have been assigned to the Quality and Environmental Manager, who has sufficient authority to ensure compliance with all Quality and Environmental requirements defined in this Manual, as well as customer requirements.

Sign: Ana Peris **(26/02/26)**
Integrative & **BUMA**