

Concessus, S.A. is engaged in the sale and rental of equipment, consumables, as well as the provision of installation, maintenance, and after-sales services for a wide range of production control equipment, technical and scientific research instruments, hospital equipment, and laboratory materials. This also includes the activities of installation, maintenance, and repair of heating, ventilation, refrigeration, and air conditioning systems.

The strategic vision is to be a market leader and a national and international reference company in the areas of laboratory and quality control for Universities, Institutes, Hospitals, and other Companies operating in the field of scientific research and industrial quality control.

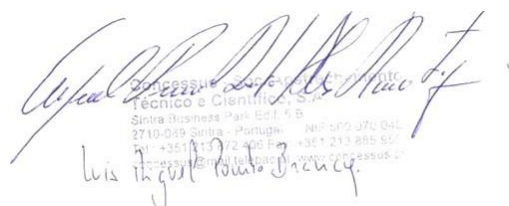
Concessus is committed to maintaining a Quality Management System based on the NP EN ISO 9001 standard, which complies with applicable requirements, legal requirements, customer requirements, and those of other interested parties, to continuously improve the effectiveness of its Quality Management System.

The Quality Policy is based on the following guidelines:

- **Customer Satisfaction** - Ensuring maximum efficiency in the marketed products, solutions, and services provided, in accordance with the needs and expectations of our customers.
- **Results-Oriented Approach** - Concessus focuses its activity on a clear orientation towards results, as this is understood to be the best expression of customer, employee, and partner satisfaction. The results ensure the sustainable continuity of the company.
- **Competence and Content Development** - We work to foster a clear development of skills within our teams so that we can meet all the daily challenges of a constantly changing and increasingly demanding market.
- **Quality, Continuous Improvement, and Innovation** - We raise awareness among our employees of the importance of Quality Management in building our future and, in particular, of the responsibility everyone has in contributing to the improvement and evolution of the system and internal infrastructures. These must ensure maximum capacity to meet the current and future expectations of our customers. We are continuously committed to seeking new services and ways to reach our current and future customers/markets, thereby consolidating our competitive differentiation. We believe that investing in this area is crucial to maintaining our position in the national market and expanding further internationally.

We consistently apply an improvement policy in our performance evaluation systems to better manage risks and react more quickly to changes in context, developing more effective initiatives at lower costs than our direct competitors.

The Concessus, S.A. Quality Policy consists of the ability to respond adequately and effectively to the needs and expectations of its customers. It is the responsibility of all employees within the organization to implement the system, ensuring the continuous improvement of the quality of services provided by Concessus.



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