

Concessus, S.A. is dedicated to the sale and rental of equipment and consumables, as well as the provision of installation, maintenance and after-sales services for production control equipment, technical and scientific research instruments, hospital equipment and laboratory supplies, including heating, ventilation, refrigeration and air conditioning systems.


Our strategic vision is to be the market leader and a nationally and internationally recognised benchmark in the laboratory and quality control sectors, serving Universities, Research Institutes, Hospitals and Companies engaged in scientific research and industrial quality control.

Concessus is committed to maintaining an Integrated Quality and Environmental Management System aligned with the requirements of ISO 9001 and ISO 14001, ensuring compliance with applicable legal requirements, customer requirements and the expectations of other interested parties, while promoting the continual improvement of the effectiveness of the management system and its environmental performance.

This Policy is based on the following strategic principles:

- **Customer satisfaction and loyalty** - Ensure that the products and services provided meet and exceed customer expectations, promoting transparency, trust and environmental responsibility throughout all operations.
- **Quality, innovation and service excellence** – Continually improve the services provided and distribution processes by incorporating innovative and efficient solutions with minimised environmental impact.
- **Responsible management of resources and emissions** – Optimise the consumption of energy, water and materials across our services and operations, promoting circular economy practices, logistics efficiency and the reduction of our environmental footprint.
- **Environmental protection and pollution prevention** – Minimise indirect environmental impacts associated with the distribution, transportation and maintenance of equipment by promoting sustainable and environmentally conscious practices.
- **Employee development and empowerment** – Foster skills development, motivation, communication and teamwork by ensuring continuous training and providing safe, fair and inclusive working conditions.
- **Ethics, human rights and responsible governance** – Ensure respect for human rights, diversity, equal opportunities and ethical practices throughout all professional and business relationships.
- **Sustainable and responsible partnerships** – Select suppliers and business partners based on quality, environmental and social criteria, promoting mutually beneficial relationships and best practices throughout the value chain.
- **Risk and opportunity management** – Identify and manage operational, environmental and social risks by implementing preventive and corrective actions in a proactive and effective manner.
- **Legal compliance and continual improvement** – Ensure compliance with applicable legal, statutory and regulatory requirements while continually improving the effectiveness of the Integrated Management System and reinforcing Concessus' commitment to sustainability, responsible innovation and service excellence.

The implementation of this Policy is the responsibility of all employees, ensuring the continual improvement of the Integrated Management System and strengthening Concessus' position as a benchmark for quality, sustainability and professional ethics.



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Sintra, 2 October 2025
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