

QUALITY POLICY

The Quality Policy of **BIKiNNOV** consists of a set of guidelines supported by a commitment to ensure the satisfaction of Stakeholders: Associates, Clients, Employees, Suppliers, and Partners, by complying with the requirements of reference documents, namely the ISO/IEC 17025 standard, as well as applicable legal, statutory, and regulatory requirements.

BIKiNNOV Management Policy:

- **BIKiNNOV's** Management is committed to providing the necessary resources to promote and foster the quality of services provided in accordance with the rules of good professional practices.
- **BIKiNNOV's** Management is committed to analyzing risks and opportunities in processes and addressing internal and external issues that impact **BIKiNNOV's** activities.
- **BIKiNNOV's** Management ensures that activities are carried out in compliance with applicable normative requirements and recognized reference documents, guaranteeing quality at all levels of services provided, meeting applicable compliance requirements, and committing to the continuous improvement of the Management System's effectiveness.
- To implement the Management Policy, strategic performance objectives are defined for **BIKiNNOV**, particularly concerning customer satisfaction and the safety and health of employees.
- Employees are considered a foundational pillar for the operation of the Management System, directly influencing **BIKiNNOV's** performance. As such, communication, training, and awareness-raising actions are implemented, tailored to emerging opportunities and requirements. This ensures employees' familiarity with reference documentation and how to apply policies and methodologies in their daily activities.
- Ensure impartiality and confidentiality in the Laboratory's activities and other intervention areas, eliminating commercial, financial, social, or other pressures.

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BIKiNNOV / bikevalueinnovationcenter
association


Gil Nadais

(Executive Director of **BIKiNNOV**)