

EDP Labelec, the EDP Group's center of technical excellence providing highly specialized services, considers Customer Satisfaction to be its main objective and priority.

This is considered by the adoption of the best professional practices, and in strict compliance with legal obligations and requirements resulting from the Accreditation of its Laboratories, through the implementation of the NP EN ISO/IEC 17025, and the Integrated Certification of the Quality, Environment and Occupational Health and Safety System, following the NP EN ISO 9001, NP EN ISO 14001 and NP ISO 45001 standards.

The EDP Labelec Board of Directors is committed to the continuous improvement of the Quality, Environment, Occupational Health and Safety (QEOH&S) Management System, in order to enhance its performance and to:

- Contribute to increase competitiveness through the delivery of excellent services, and by anticipating customers' expectations and needs;
- Integrate respect for the environment and management of environmental aspects at all stages, preventing pollution, sustainably managing resources in a sustainable manner and minimising their impacts, ensuring compliance with compliance obligations and the continuous improvement of environmental performance;
- Ensure a safe and healthy work environment by minimising risks and preventing harm from injuries and impacts on people's health, with the aim of having zero accidents.

The performance of each service is based on the following general guidelines:

- i. Commitment and assumption of responsibilities;
- ii. Definition and control of Quality, Environment, Occupational Health and Safety objectives;
- iii. Identification and evaluation of aspects that have or may have a significant impact on the environment, by considering this when establishing control procedures and while reviewing QEHS objectives and targets;
- iv. Determination of hazards and analysis, evaluation and control of occupational risks inherent to the activities of each employee and promoting their training;
- v. Quality Assurance of the services provided to Customers, considering their requirements in strict compliance with standards, technical specifications, legislation and based on validated written procedures;
- vi. Employees acquainted with applicable documentation and their motivation to apply policies and procedures;
- vii. Measurements traceability of national or international recognised references;
- viii. Consistent performance with QEOH&S system;
- ix. Measure to continuously improve results, processes and the QEHS system;
- x. Periodically review the QEOH&S system and its processes, policies, objectives and goals, developing continuous improvement strategies and ensuring its integrity.

The Administration also declares its commitment to ensure the independence, impartiality and integrity of personnel on how technical judgments are made, as well as to guarantee the confidentiality of the information accessed.

This policy is part of the Code of Ethics and the Principles of Sustainable Development, respecting the Environment Policy Declaration and the Health and Safety at Work Policy existing within the EDP Group.

The Board of Directors