



Charter for the Promotion of Quality Culture and Ethical Behavior

This charter aims to promote a strong, shared, and dynamic quality culture within our organization, while guiding everyone toward exemplary ethical behavior. It serves as a common reference framework to ensure the reliability of our activities, strengthen the confidence of our partners, and ensure compliance with our commitments in the context of our international interlaboratory comparison missions. Management is committed to providing the necessary resources, supporting continuous improvement, and ensuring an ethical and impartial environment. Each employee commits to applying the charter, respecting procedures, and actively contributing to quality.



Our Core Values

- Integrity:** We act with honesty, transparency, and responsibility.
- Impartiality:** We ensure fairness and absence of conflicts of interest.
- Reliability:** We provide accurate and compliant results.
- Respect:** Mutual respect, courtesy, and active listening.
- Collective commitment:** Everyone contributes to quality.



Quality Culture Principles

- Individual responsibility:** Everyone is responsible for their work quality.
- Continuous improvement:** Identify and correct deviations.
- Prevention:** Anticipate and manage risks.
- Transparency and traceability:** Clear and reliable documentation.



Expected Ethical Behaviors

- Confidentiality:** Protect sensitive information.
- Objectivity:** Decisions based on evidence.
- Compliance:** Apply ISO 9001 and ISO 17043.
- Courtesy:** Foster respectful collaboration.



Positive Attitudes

- Take initiative to improve quality
- Ask questions and report anomalies
- Communicate constructively
- Participate in audits and training
- Share expertise