



# Laboratory Policy

**This policy outlines the principles and commitments that guide Cotec Labs' laboratory operations. It is designed to ensure transparency, trust, and consistent quality for all stakeholders—including clients, employees, partners, and regulatory bodies. By publicly sharing our policy, we demonstrate our dedication to independence, confidentiality, competence, and continuous improvement in accordance with ISO/IEC 17025.**

**Our goal is to provide reliable and impartial testing services, safeguard information, and foster a culture of excellence and accountability. This policy serves as a foundation for how we work, communicate, and fulfill our responsibilities to everyone who interacts with Cotec Labs.**

## **Curiosity, commitment, and integrity**

As an independent and accredited test center, Cotec Labs contributes to our clients' success by meeting their requirements and expectations in full compliance with ISO/EN 17025.

We are committed to continuous improvement in all processes and maintain yearly internal audits of methods and quality systems beyond external accreditation reviews.

We ensure traceability from the moment test samples arrive until the end of the test period. All test samples are stored for 6 months before disposal unless the client requests their return.

## **Competence Assurance**

We act as a third-party accredited laboratory with complete independence and confidentiality in all dimensions and processes, from management to every employee. The competence, motivation, accuracy, service-mindedness, and integrity of our staff are our greatest assets. Employees are given opportunities for creativity, initiative, and continuous competence development to ensure high-quality testing services. All personnel undergo regular competence assessments and training to ensure they have the necessary knowledge and skills to perform laboratory activities in compliance with ISO/EN 17025.

## **We ensure that the customer's requirements and expectations are fulfilled**

Cotec Labs ensures that all laboratory activities are performed consistently and according to documented procedures, approved test methods, and ISO/EN 17025 requirements. This applies to all stages, from sample receipt to reporting and archiving.



### **Complaints Handling**

Complaints from clients or other stakeholders are handled according to a defined procedure. All complaints are documented, investigated, and responded to promptly. Corrective actions are implemented when necessary. Any deviations from methods, errors, or complaints are managed according to established procedures. All deviations are documented, investigated, and followed up with corrective actions to maintain compliance and continuous improvement.

### **Document Control**

All management system documents and records are controlled according to Cotec Labs' document control procedure. Obsolete documents are withdrawn and archived for a minimum of 5 years or as required by law and accreditation. Access to documents and records is restricted to authorized personnel only.

### **Independence and Confidentiality**

Cotec Labs assumes legal responsibility for all information and test results obtained or created during laboratory activities. All information is handled confidentially and protected against unauthorized access. Every test method is documented and approved before use to ensure proper testing and reliable results for our clients.