



Innovative
Solutions

Sustainability report.



2024



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1

Message from the General Director

A&B Laboratorios de Biotecnología was born as the dream of a man, José Luis Gutiérrez, and his wife, Mentxu Serrano, with a very deep belief: that we all have the responsibility to leave the world better than we found it...

We were taught that this belief was primarily about taking care of people, our environment and our economy.

To make the world a much more sustainable place by means of research and development of products through biotechnology, the use of renewable energies, the minimisation of water use in production processes, the reduction of waste, the use of low-impact raw materials and, of course, the generation of decent jobs, with a common project from the point of view of equality, based on a team strategy that allows us to generate economic stability.

It is very gratifying to continue the legacy of our predecessors and to be able to present this sustainability report 2023 in which we report our indicators and good habits in the performance of the activity following our policy of commitment to progress.

We have also tried to align our results with associated best practices and the Sustainable Development Goals, which we hope will serve as a lever for future progress and inspiration for other organisations.



“ It is up to us to take care of our planet, because it is not a place to pass through, it is our home. ”

Patricia Gutiérrez -General Manager-



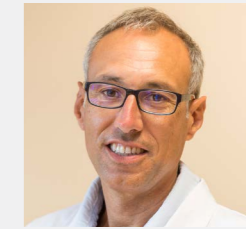
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2

Sustainability, our bet for resilience

Sustainability is not expensive; on the contrary, sustainability is an investment, an insurance for the future. This is demonstrated day by day: companies that strike a balance in all areas - social, economic, environmental and cultural - have weathered the crises better and are strong enough to face the challenges of this changing era. At A&B Laboratorios de Biotecnología we want to be part of the solution, to have a future and to co-create a fair future for generations to come.

That is why sustainability has been and continues to be the strategic core of our organisation and where, while being profitable, we put people and the Planet at the centre.



“Management in organisations is the preparation of a journey towards an expected future. The people of A&B incorporate in this journey elements of sustainability, innovation, environmental improvement, social commitment, transparency, conciliation, equality... in this way we manage to be an organisation with values and purpose in which we work together to be able to enjoy the journey together and a future of sustainable growth.”

Jon Kepa Izaguirre
Director of Quality and R&D&i

59%

of the entities consulted in the Basque Country state that the integration of sustainability and **the SDGs has had a positive impact on their economic results..**

90%

consider that there are competitive advantages in its implementation.

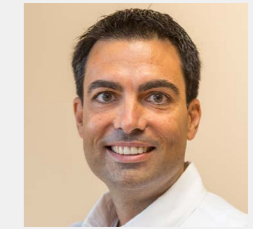


3

Mainstreaming in the Sustainable Development Goals

At A&B Laboratorios de Biotecnología we have taken on the biggest sustainability pact in world history: the 2030 Agenda, signed in 2015 by the leaders of the 193 countries of the world to achieve the Sustainable Development Goals.

The 17 SDGs, their 169 targets and the indicators, which affect each organisation, complete one of the most effective measurement tools of today, while forming a universal language. A language that we can all understand and with which we can all understand each other. A language that we make our own, developing each best practice, each action, with an eye on the SDGs and analysing how it affects each of them.



“ The SDGs represent a major global commitment. Having them well internalised and integrated into our processes, being able to provide solutions that help our customers and distributors to have a positive impact on society and the environment, allows us to strengthen international relationships and partnerships. ”

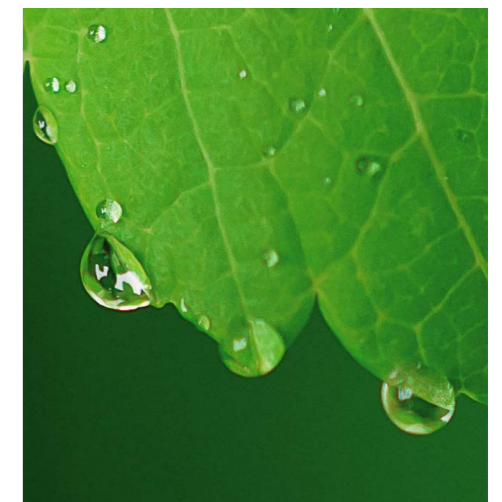
Iker Rodriguez
International Manager



We focus on

12/17

OBJETIVOS DE DESARROLLO SOSTENIBLE





This is how we are



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4.1

Transparency helps us to be known

Transparency is synonymous with honesty. And it nurtures trust, a key value in our organisation. If a person applying for a job has to submit his or her CV, companies can be no less. That is why at A&B Laboratorios de Biotecnología we make ours public.

We showcase our environmental, social and cultural performance and disseminate our best practices and commitment to the environment around us.

We want to make visible the importance of having a common project of people to achieve a competitive, profitable company with sustainable growth. We want to inspire other organisations to join this initiative, to see that an organisation can be competitive and sustainable.



“The innovation processes that we develop in A&B aim to create value for our organisation, our customers and society, highlighting Eco-innovation as a key element both for our competitive positioning and for our contribution to the SDGs.”

Francisca Barbero
Head of Biotechnology





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4.2

Our work

Our work is born from and for people. Since 2001 we have been producing chemical and biological products for professional use in cleaning and disinfection, industrial maintenance and water treatment, with a low impact on the environment and those who use them.

We reduce hazardous raw materials in our formulations to make our products more environmentally friendly by combining Clean Technologies, Green Chemistry and Biotechnology. And all this, together with our proximity to the customer, allows us to develop innovative, effective and efficient solutions.

It is a job that requires a lot of research, but even more consistency between what is said, what is thought and what is done. In the end, it is a matter of applying the maxim "Do unto others as you would have them do unto you".

And because we understand that a company depends on its stakeholders at all times, part of our job is to take care of all the links in this chain.



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4.3

Our purpose

As our founder José Luís Gutiérrez used to say:

"With our activity and performance as an organisation, we must leave the planet better than we found it, being part of the solution and not part of the problem".

We understand that this purpose is the "soul" of the company, it comes from our heart. But the heart must be accompanied by the mind. From there, all members of the team have defined our mission, vision and values...

Mission:

To be a benchmark organization in the national and international markets which supplies innovative solutions with chemical and biological products that are more environmentally friendly and safer to use, which seeks sustainable growth and the full satisfaction of its stakeholders.

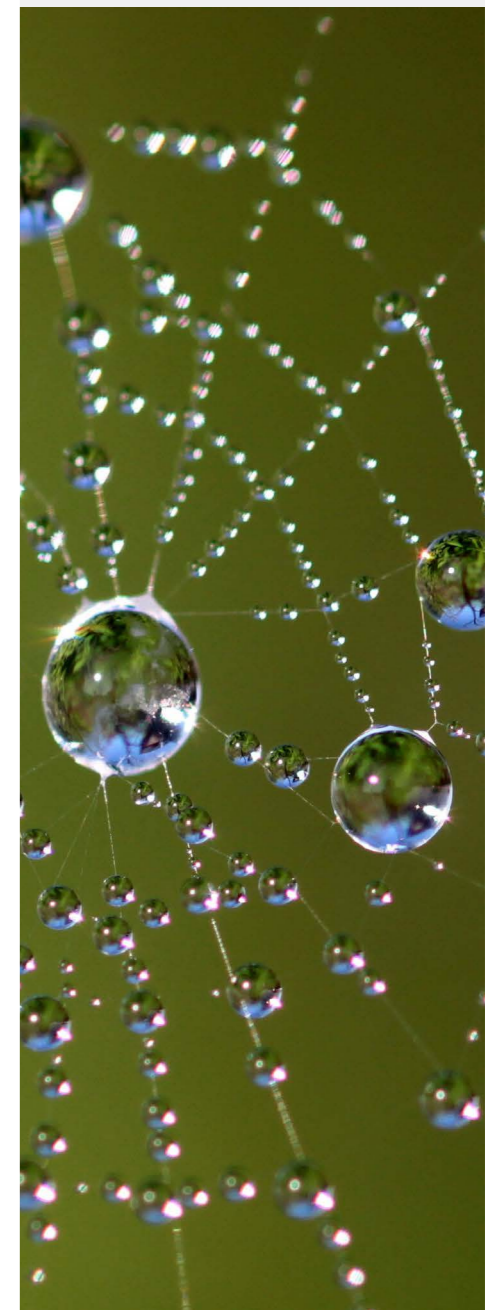
Vision:

To be a competitive and profitable organisation that, based on the professional skills and performance of its personnel and alliances, is customer-oriented, to whom it provides added-value through innovative sustainable products and services. The organization operates by means of different sales channels in national and international markets, where it considers the environment as the benchmark in innovation, sustainability and contribution to the SDGs.



"One of our differentiating values is our proximity to our customers. The search for solutions to their concerns led us to create the product CO-design service that is generating new opportunities and sales."

Sergio Canales
Head of product CO-design





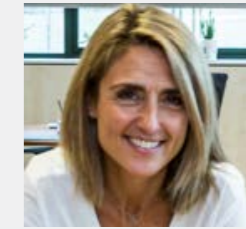
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4.5

Our governance



“ The Shared Strategy project brings a very important and enriching value to the company. The committee of experts in each area ensures that we are on the same lines as a whole, adding up to solidity and good results. By working together towards the same strategic objective, we can achieve the results we have set ourselves. ”

Rosa Ochoa de Retana
Sales Administration Dept.

A&B Laboratorios de Biotecnología is from the beginning an organisation that has been committed to Corporate Social Responsibility. We consider customers, internal staff, commercial network and stakeholders as assets of our organisation. We have therefore made the following governance commitments:

- To act in accordance with a **correct ethical behaviour**, being faithful to the Mission, Vision and Values of the organisation.
- To operate under continuously improved processes to achieve **Business Excellence**: Total Quality and Zero Defects, Minimal Environmental Impact and Sustainable Development.
- To allocate **human and technical** resources to identify hazards, **assess and manage the risks** of our processes and products to prevent pollution and minimise harmful impacts on the environment.
- To comply with **current laws and** regulations.
- To **inform, listen and respond** to authorities, staff, customers and the community at large about the risks and preventive measures of our facilities, processes and products.
- To develop actions aimed at **preserving resources** and **minimising waste, dumping and emissions**, both direct and indirect of CO₂ (carbon footprint), as well as other types of emissions, in accordance with the best available techniques.
- To be alert to **technological innovations** in our environment and seek continuous improvement, carrying out 'Product Stewardship'.
- To analyse **the lifecycle of products** and improve their environmental and safety behaviour.
- **To Increase added value** through new product-service combinations, improving the correct use of products via advice.
- To promote a correct **communication, training, awareness and motivation of people** to get them actively involved in the Organisation's Commitment to Progress.



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4.6

Our strategy



Respected planet

We were the first company in the industry to obtain the Ecodesign certification and we have our own environmental assessment method.



Customer satisfaction

We use different tools to convey the value of the product to our customers and achieve customer engagement.



Satisfied people

We encourage the involvement, participation, awareness and training of 100% of the staff in activities to improve their performance, enhancing their skills.



Innovation

We use and develop clean technologies, green chemistry and biotechnology to minimise the use of hazardous and environmentally unfavourable raw materials or techniques to create competitive products with added value.



Excellence

Our management assumes, as part of its responsibilities, the obligation to exercise leadership and promote a behaviour at all levels of the organisation that fosters continuous improvement and thus, excellence.



Recognition

We have obtained different external validations, with new certificates, registrations and product approvals, recognitions and awards that allow us to enhance our image and reputation.



Sustainable products

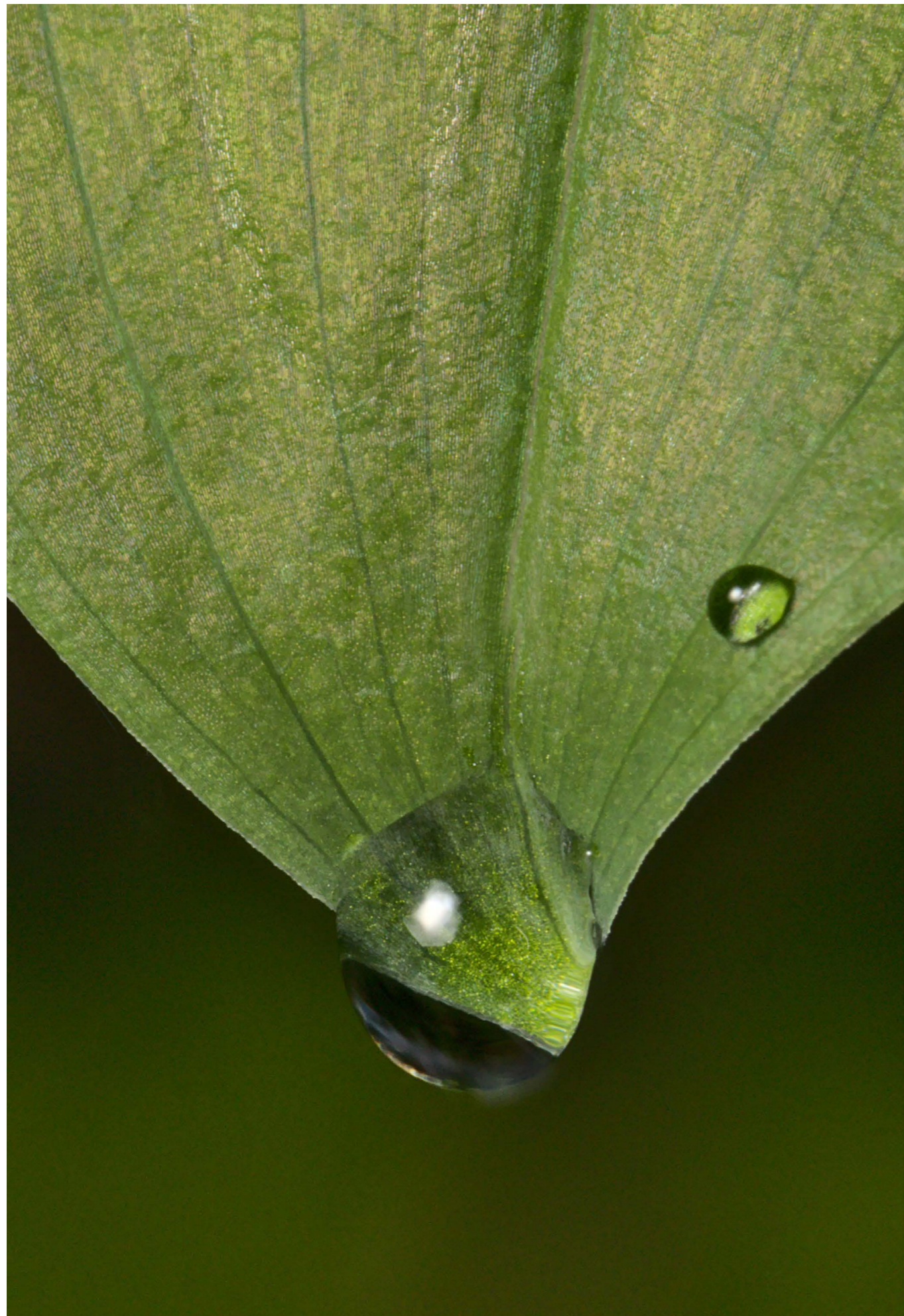
We design all our products based on our own methodology that takes into account the environmental impact in each stage of their lifecycle, so that they are more respectful of the environment and of those who distribute and use them.



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Our commitment makes them love us





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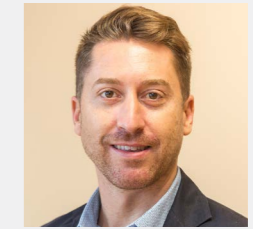
5.1

The trust of our customers is the result of our know-how

At A&B the customer is very important to us. For this reason, we listen to them, we put ourselves in their shoes and we try to get to know their concerns in depth in order to find the best solution. In short, to provide a differential value in terms of product and services.

To achieve this, we pamper the product with the latest certifications and labelling, we involve the customer in the design phase, we analyse their environment, we maintain direct and daily contact to update their needs, we carry out satisfaction surveys, we digitalise all the information to improve monitoring and we develop innovative tools that allow them to feel part of what we do.

As a result we have... satisfied customers.



“ We listen to our customers to tailor our proposal to their needs, help them reduce unnecessary risks, comply with their environmental regulations and policies, and create healthier working environments. ”

Roberto Delpiño
Sales Director



We operate in more than

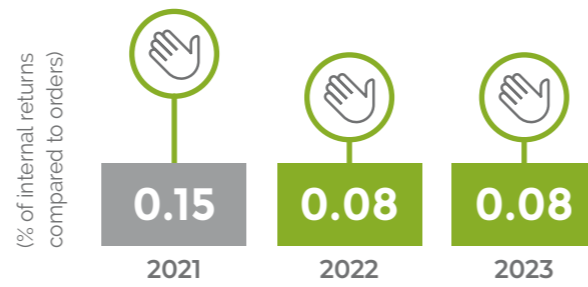
20 countries



5.1

The trust of our customers is the result of our know-how.

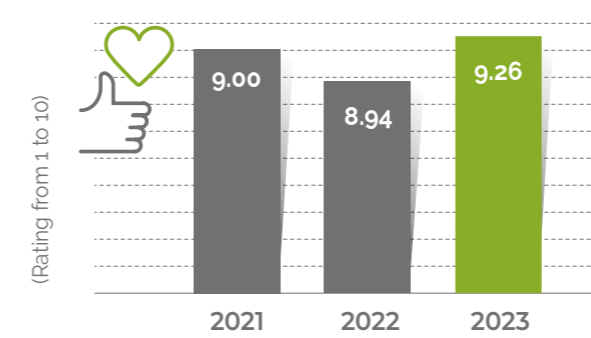
Return rate



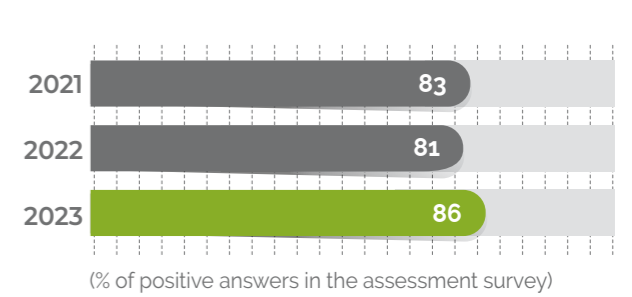
Ecodesigned products customers



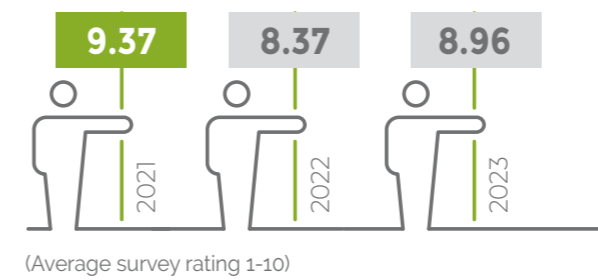
Level of recommendation as a supplier



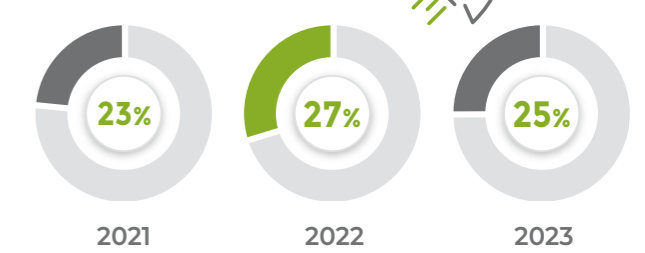
Differential value as a supplier



Low impact products assessment



International sales



Data reviewed and audited under ISO 9001 Quality Management System - AENOR registration ER 1475/2001 (renewal audit 20/02/2024).

Best practices

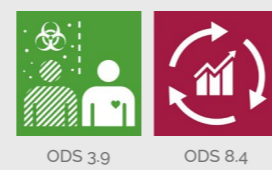
Training and capacity building

It is crucial to use chemicals, biological or otherwise, in a safe manner to prevent accidents. This includes applying the right product in the right quantity and for the right duration, as well as complying with legislation and proper waste management.

training to its customers on these aspects and also organises sessions and webinars open to the general public, where relevant issues of current interest are discussed.

These actions are positively valued by the attending public, which drives A&B to maintain its commitment to education and safety.

For this reason, A&B regularly provides



ODS 3.9 ODS 8.4



ODS 12.4 ODS 12.6



ODS 13.3



COdesign products

There are customers who, due to their activity, have specific cleaning and maintenance needs for some of their processes for which a traditional product is not enough.

In order to provide a solution to these situations, A&B has a service for the development of tailor-made solutions for its customers: the COdesign.

In product COdesign, objectives are set together with customers and together they look for successful solutions in the field of risk prevention,

minimisation of environmental impact, cost reduction or decarbonisation.

In recent years, large organisations have made use of this service by relying on A&B to find a solution to their problem.

An example of COdesign is the current range of VOC-free eco-solvents developed as an alternative to the more harmful and hazardous traditional solvents.





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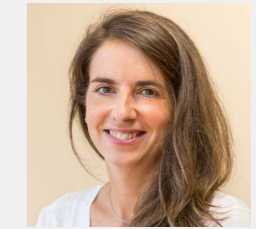
5.2

The respect for the environment is the respect for our home

The Planet is our common home. It is our duty to take care of it. Especially given the sector to which we belong. That is why we have a Sustainable Development Commitment Policy and are not satisfied with simply complying with administrative environmental and safety requirements.

We have our own environmental assessment method and quantification system that allows us to evaluate the environmental impact of each of our products. We also work with the 2030 Agenda and the Sustainable Development Goals. All of these performance indicators have allowed us to generate a range of eco-designed products, in some cases with the European Ecolabel, which are more effective than traditional chemicals and have less impact.

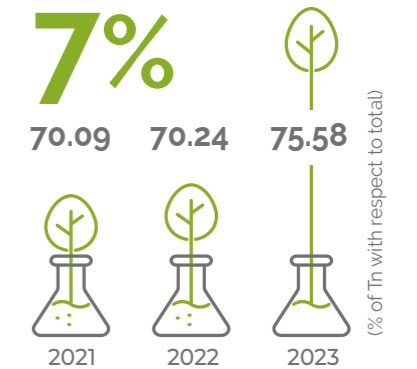
Furthermore, we are a driving force in the Alava Alliance for Sustainable Development and we are part of the Basque Alliance for the SDGs because we understand that performance must be proactive and shared or it will not be.



“The organisation’s commitment to renewable energy has not only led to a reduction in energy consumption from external sources, but also reinforces our commitment to the environment and allows us to contribute to various SDGs* (Climate Action-13, Responsible Consumption and Production-12 and Affordable and Clean Energy-7).”

Isabel Acevedo
Production and OSH Manager

We have increased the use of non-hazardous raw materials by more than

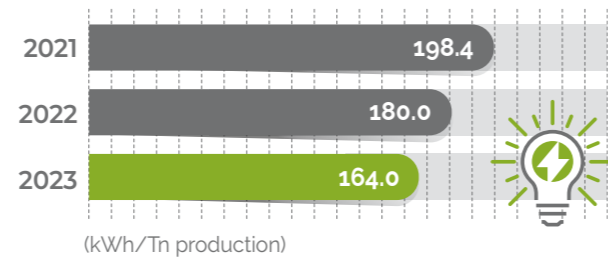




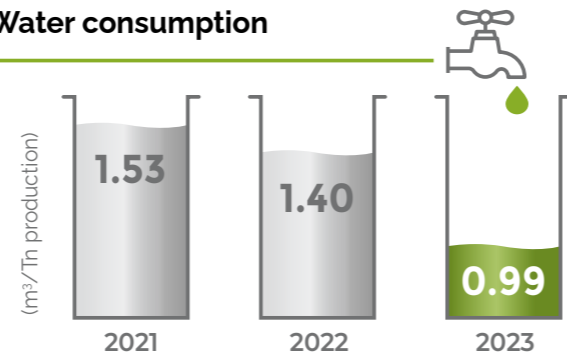
5.2

The respect for the environment is the respect for our home

Energy consumption electricity network



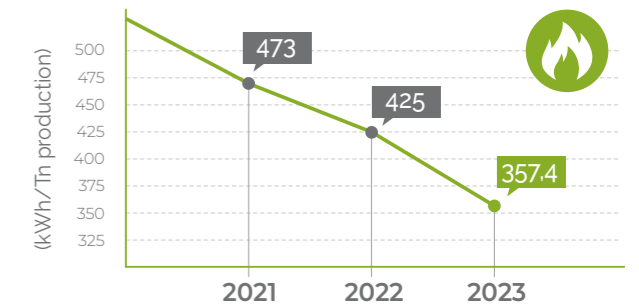
Water consumption



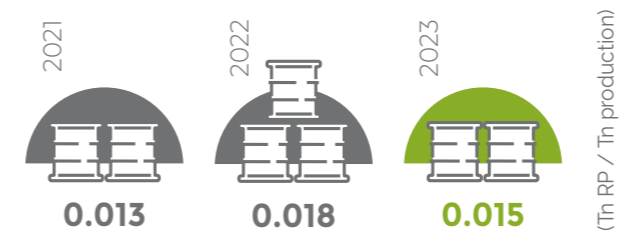
Waste circularity (external manager)



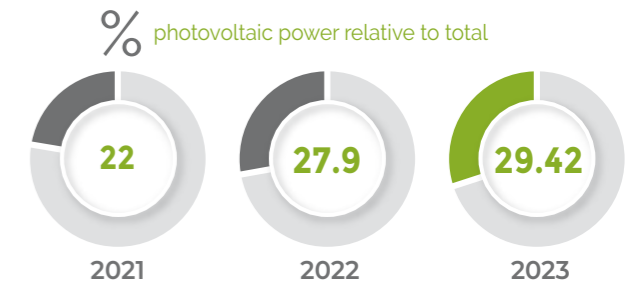
Energy consumption gas



Hazardous waste generation



Self-supply



Data reviewed and audited under the Environmental Management System ISO 14001:2015 - AENOR registration GA-2005-0064 (renewal audit 20/02/2024).

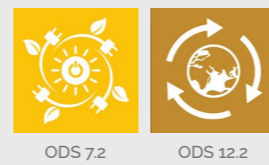
Best practices

Self-supply of energy (photovoltaic energy)

The energy crisis coupled with climate change is something that cannot be ignored. For this reason, A&B, true to its commitment to the environment and aware of the existence of alternative renewable energies, incorporated solar panels on the roof of one of its buildings after the pandemic.

The installation, comprising a total of

285 modules, generates 96,121 kWh per year, which has enabled the company to avoid the emission of almost 40 tonnes of CO₂ per year into the atmosphere; the equivalent of planting 240 trees.



Environmental Management ISO 14001

All activities have an environmental impact that is important to measure and set targets to reduce.

To this end, A&B has an Environmental Management System according to ISO 14001 (AENOR certified) under which, together with its policy of commitment to sustainable development, it adequately manages resources, promotes the circularity of

materials, guarantees legal compliance and sets annual improvement targets.

For this purpose, it establishes actions that each year enable it to reduce the impacts of both processes and products while maintaining the company's sustainable growth.





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5.3

Taking care of our people is simply common sense

What would A&B Laboratorios de Biotecnología be if we didn't take care of our people? A company with satisfied people is a better, more profitable and competitive company. The results reflect this, but common sense dictates it. And the good thing about common sense is that it is not static or unchangeable, it is not an end, but a way of thinking, a process, and therefore likely to improve. Exactly what we like doing the most.

That is why we articulate the care of our people through four constantly updated axes:

- Actions to attract, select, reward and care for people.
- Actions to preserve and develop talent and skills.
- Actions to encourage commitment and motivation.
- Actions to expand leadership capacity.

If we care about the well-being of the people in our organisation, identify their strengths, involve them in decision-making and improve their competencies, they will bring out the best in themselves, feel motivated and acquire new skills. It is a daily task that always yields good results.



“A&B employees are very committed to the work we do, but the company also offers a number of measures that facilitate the ability to balance work and personal life, which demonstrates that the well-being of all is a priority and creates a healthy and highly productive working environment.”

Dylan Mallock
Production Department

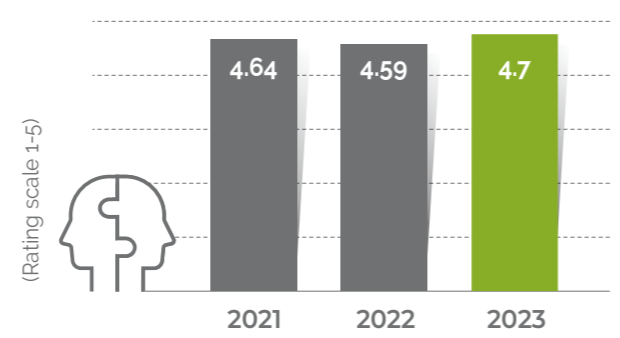
In 2023, the Arizmendiarieta Foundation awarded us the 1st Álava Prize for the strategy of involvement of our human team in the company's management processes. In addition, AENOR has highlighted in its latest audit reports "the leadership and commitment of the management with the involvement of all personnel in the integrated management system, in its maintenance and improvement, as well as the excellent work carried out by the people with responsibilities in the system".



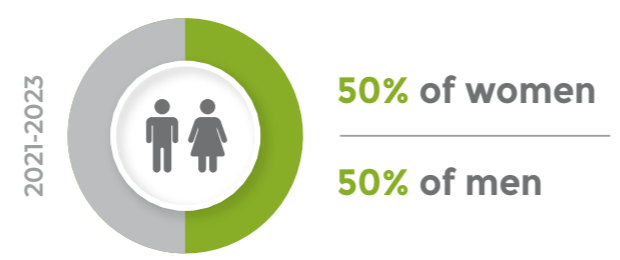
5.3

Taking care of our people is simply common sense

Identification of company philosophy (M/V, W).



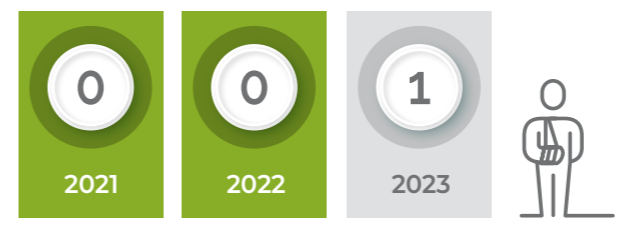
Equality of staff



Average staff training hours

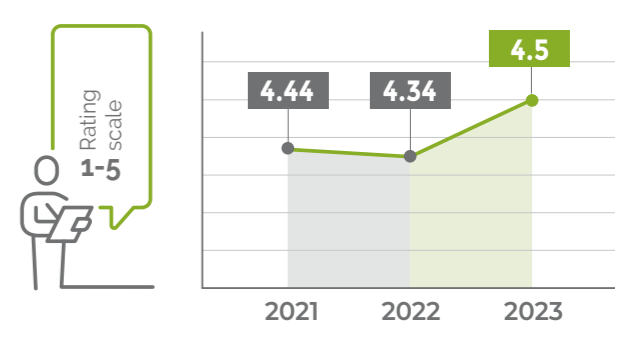


Accidents with sick leave



(No. of people per year on sick leave due to accidents)

Level of satisfaction with the organisation



Reconciliation actions implemented



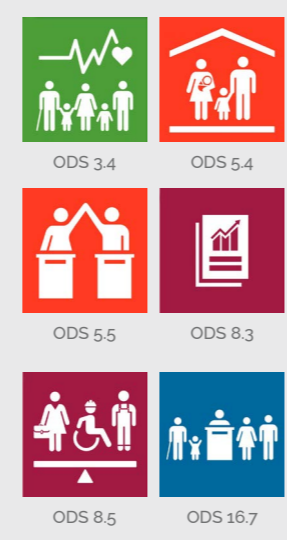
Data reviewed and audited under ISO 9001:2015 Quality Management System - AENOR registration ER 1475/2001 (renewal audit 20/02/2024).

Best practices

Common project and shared leadership

People are the cornerstone of any advanced organisation, as it is their knowledge, skills, abilities and involvement that make the difference. A&B, aware of this, creates a common project with a shared purpose, mission, vision, values and ethical principles. This approach enables it to take proper care of the people in the organisation, preserving and developing their knowledge, skills and talent in a way that is aligned with the strategy, de-

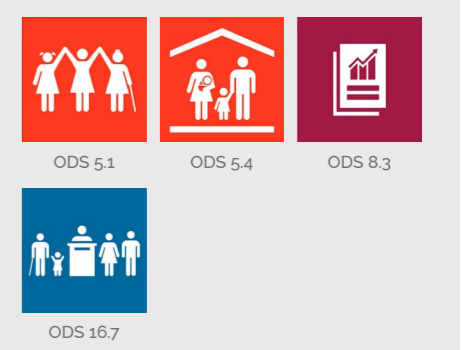
veloping their autonomy, teamwork and leadership skills. In this sense, the company's annual strategy is agreed between the different heads of each area, who in turn share their Management Plans, which reflect the actions they will carry out to achieve the annual objectives set out in the strategy.



Reconciliation and social benefits plan

According to the latest studies, having a Work-Life Balance Plan helps to improve the satisfaction of the company's staff and the working environment. Companies are made up of people and in every organisation each of its members has particular personal situations; in order to favour a balance between work and personal life, A&B

established years ago a series of complementary measures to those established by the administration. In addition, an internal improvement group, made up of different members of staff, has recently been set up to communicate and manage the Work-Life Balance Plan for the benefit of all staff.





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5.4

Honesty with society comes from respect for others

Only with honesty can there be business success. Success, not only in terms of the profit and loss account, but also in terms of commitment to the workforce, society and the environment. This implies respect for people and the Planet and integrity within the organisation itself. A maxim that we at A&B try to follow through two axes:

- **Commitment to the social environment:**
Internally, by taking care of our people; and externally, in relations with the community, customers, suppliers and administrations, among others, by sharing good practices, supporting sustainable initiatives and participating in business meetings and alliances.
- **Commitment to environmental sustainability:**
A company that is respectful, honest and committed to society must also be involved in caring for the environment. In this report we can find strategies and actions that go in this direction.



“ The SDGs have been part of A&B’s DNA since its inception, so being part of the Alava Alliance and the Basque Alliance serves to further strengthen our commitment not only to the SDGs but also to our environment and we can share experiences that can inspire and engage other organisations. ”

Estefania Balboa
Head of Marketing and Communication



More than **125** impact actions aligned with the **SDGs**

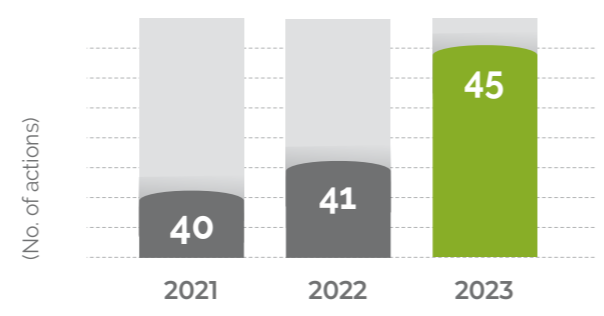
2021 2022 2023



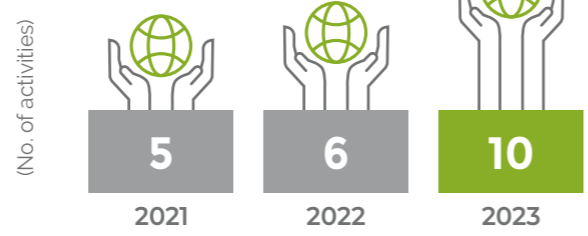
5.4

Honesty with society comes from respect for others

Impact actions aligned with SDGs



Activities of direct collaboration for SDGs in the environment



Partnerships linked to SDGs

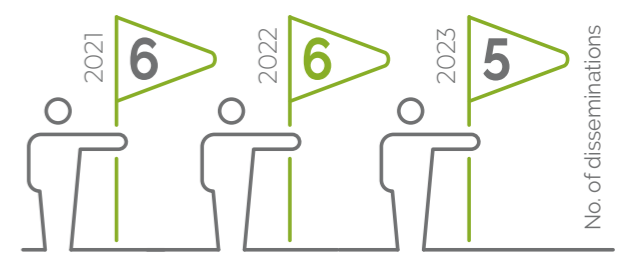


(No. of active partnerships)

Acknowledgements for contribution to SDG



Publication and external dissemination



(External publication and dissemination of best practices)

SDGs impacted



Data reviewed and evaluated under the Advanced Management System (external evaluation Euskalit 2023).

Best practices

ODS17: Alava Alliance and Basque Alliance

True to its commitment to the goals of the 2030 Agenda; in 2018, A&B joined the Alava Alliance for Sustainable Development and, recently in 2023, it joined the Basque Alliance.

Through these alliances, the organisation acquires a greater commitment to society and the environment. And thanks also to these alliances, it actively participates in working groups, where it shares experience and

knowledge and also acts as a driving company in those SDGs linked to its activity.

In this respect, it highlights actions to encourage the industrial companies in the area to be more competitive by working on sustainable innovation and linked to circularity.



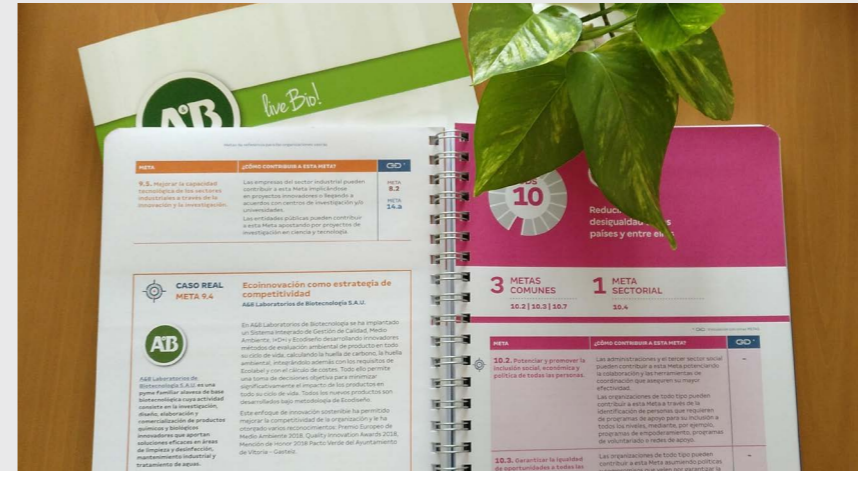
Sustainability Plan, integration of the SDGs

Integrating the SDGs into the organisation's strategy has numerous advantages not only for the company but also for society at large.

In this regard, since 2016, A&B has been deploying actions that have culminated in the Annual Sustainability Plans.

Through them, annual actions linked to the SDGs and their particular targets are deployed.

In this way, with each reflection and monitoring of results, new opportunities are identified and progress is made in emerging areas aligned with the organisation, allowing for a sustainable, compact, stable and coherent development framework.





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5.5

Our passion for innovation and perseverance in research provide solutions.

Innovation and research are A&B's driving forces. They drive our passion for helping people and caring for the planet. We have created entirely new products with a Lifecycle approach and continue to develop strategies to improve the performance and quality of existing products. All this within a collaborative environment, with measurement of objectives and strategies that go ahead of legislation, identifying day by day the potential of our environment, interacting with the client, promoting creativity...

It is a hard work, which requires a lot of perseverance. Perseverance is the secret of all triumphs and at A&B Laboratorios de Biotecnología, success means continuing to develop sustainable, innovative and competitive solutions.



“ In A&B, research is an essential activity in our day to day for the development of new products and solutions, as well as being the basis on which our innovation and competitiveness is based. ”

Miren Zumarraga
R&D&i Department



More than **700k€**
of investment in R&D&i projects in
3 years

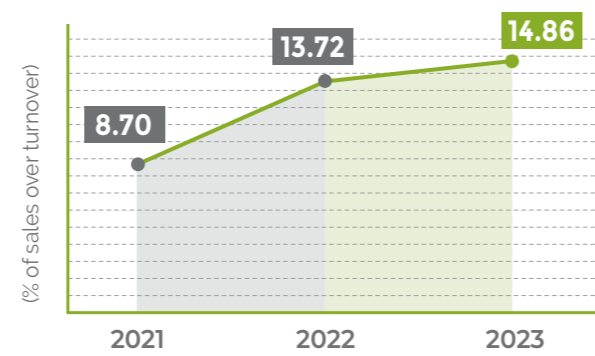
2021 2022 2023



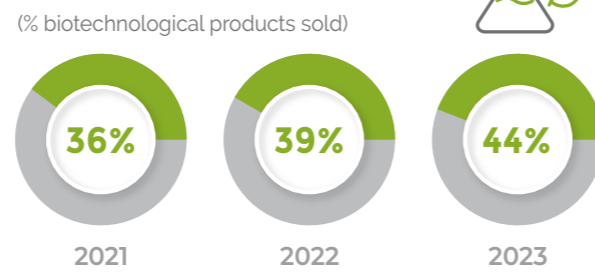
5.5

Our passion for innovation and perseverance in research provide solutions.

Sales of new products



Biotechnological products

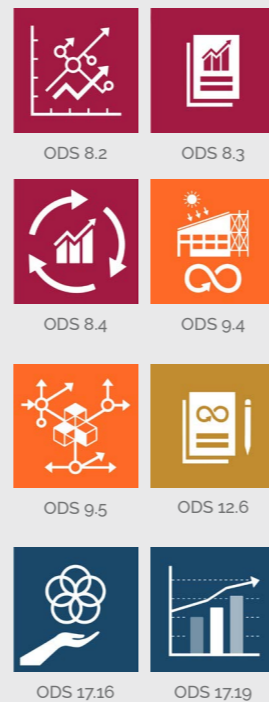
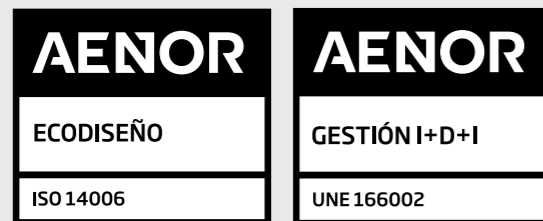


Best practices

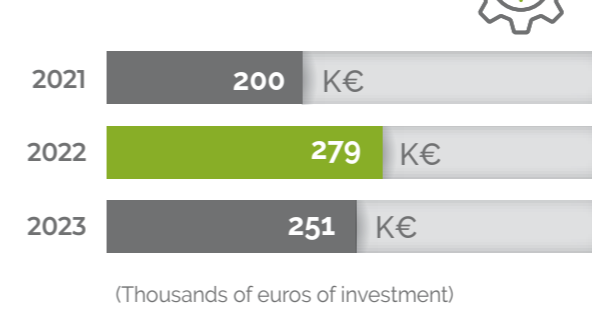
Integrated eco-design and innovation systems (ISO 14006 + UNE166.002)

The use of standardised innovation management systems and models means that A&B can work synergistically with other management systems and adopt innovation tools such as: surveillance, foresight, internal and external analysis, prioritisation of ideas and monitoring of project portfolios, among others.

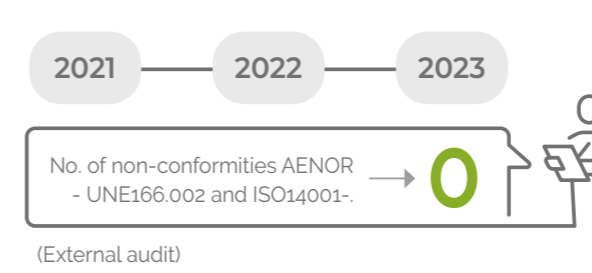
All this allows for the optimisation and efficiency of IDI resources and the development of important innovation projects in consortiums with technology centres, universities and other organisations, which offers the opportunity to obtain excellent results in the solutions it provides to its customers.



Investments in R&D&i projects



Efficient IDI management



Data reviewed and audited under IDI Management System and ISO 14006, certified by AENOR (renewal audit 20/02/2024).

Hazitek Projects



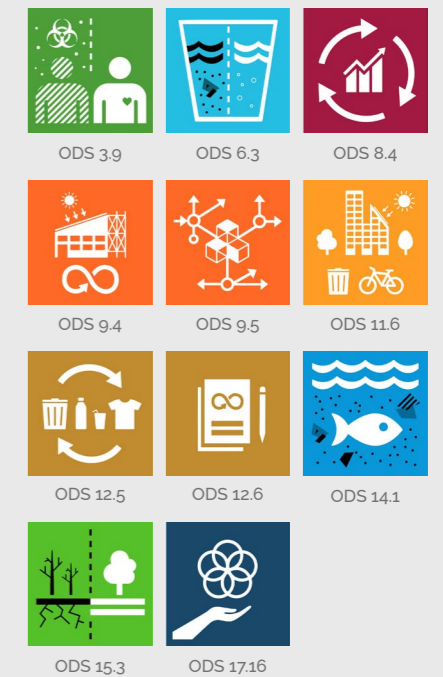
External collaborations IDI projects



Use of clean technologies: Biotechnology


A&B incorporates clean technologies, such as green chemistry and biotechnology, into its products. It finds inspiration in nature and actively searches for micro-organisms with high usability capabilities to include in the final product, thus making a noticeable difference in the market.

The biotechnological solutions A&B live Bio and Klinaturab are a safer alternative to traditional products and provide a significant environmental improvement. Examples are bioremediation products for water and soil and biodegradants for industrial applications.



6 Recognition confirms our path.


The awards we have won over the years fill us with satisfaction but, above all, they confirm that we are on the right track in our commitment to innovation and sustainability in an industry that is constantly evolving. The efforts made within the organisation have been rewarded with the following awards.




On March 14, A&B Laboratorios de Biotecnología is born and its products for professional use see the light of day.




European Environment Prize
Management for Sustainable Development **Basque Country.**



European Environment Prize
Management for Sustainable Development **Basque Country.**



Basque Country Advanced Management Awards
Silver 'A' award




European Environment Prize
Management for Sustainable Development **Basque Country.**




Circular Economy Good Practices Winners




Ecodesign Prize
Finalist



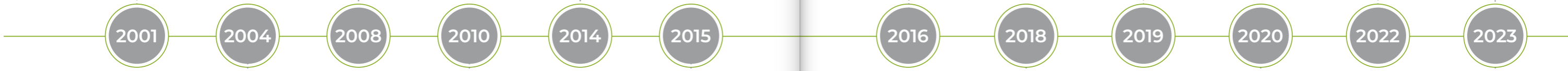
Arizmendiarrrieta-Anitua Prize



CEX Prize
National




SDG Prize
Prosperity




European Environment Prize runner-up

Innovative product in relation to health and environmental aspects




European Environment Prize

Product for Sustainable Development **National.**




Basque Country Advanced Management Awards

Bronze 'A' Award



Quality Innovation of the Year Awards

International finalist



European Environment Prize

Management for Sustainable Development **Basque Country, National and European.**



Quality Innovation of the Year Awards

Responsible Innovation Award



Ecodesign Prize

Finalist



European Environment Prize

Product for Sustainable Development **Basque Country.**



Quality Innovation of the Year Awards

Basque Country finalist



Decarbonisation Good Practice Winners



Quality Innovation of the Year Awards

Basque Country finalist



Basque Country Advanced Management Awards

Gold 'A' Award



Obtaining these awards goes hand in hand with our efforts to certify the progress we have made in order to be an honest, innovative company, committed to our employees, customers, society and the planet.



Innovative Solutions

7

Certifications

AENOR
GESTIÓN DE LA CALIDAD
 ISO 9001

ISO 9001 is the most widely used model in national and international customer/supplier relations. It is the universal language of such exchanges in many industries and allows to demonstrate the organisation's ability to meet the needs of its customers.

AENOR
GESTIÓN I+D+I
 UNE 166002

The UNE 166002 standard contains requirements and practical guidelines for the formulation and development of R&D&i policies, for the establishment of objectives in accordance with the specific activities, products and services of each organisation, for the identification of emerging technologies or new technologies not applied in their sector, whose assimilation and subsequent transfer will provide the basis for generating projects, enhancing their products, processes or services and improving their competitiveness.

AENOR
GESTIÓN AMBIENTAL
 ISO 14001

The implementation of the UNE-EN ISO 14001 standard offers the possibility of systematising, in a simple way, the environmental aspects generated in each of the activities carried out in the organisation, as well as promoting environmental protection and pollution prevention from a point of view of balance with the socio-economic aspects.

AENOR
ECODISEÑO
 ISO 14006

The Ecodesign certificate demonstrates that the organisation has adopted a management system to identify, control and continuously improve the environmental aspects of its products and/or services by providing information to its customers on products that have incorporated environmental improvements through design, in accordance with the UNE-EN ISO 14006 standard.



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