

Global Quality Policy

Our position

We at Ellab have a strong and unified purpose: *Together we build confidence in consumer safety.* We do so through our reliable validation and monitoring solutions, field services and consulting as well as calibration services. To fulfill our purpose one of our core values is *Best Quality*. We take pride in always making, building, and delivering the best quality to meet our customers' needs and expectations.

Every employee at Ellab has an important role to ensure the best quality and all contributes and take responsibility to deliver on this core value. Our governance for quality is clear with organizational anchoring in the Group Management through our Global QHSE committee. We set common global quality standards and objectives, operational targets and we achieve transparent tracking of performances reviewed by relevant management at all levels across our global organization. Hereby we ensure that evaluation of quality is included in decision-making processes throughout the organization.

Our commitments

Based on our position, we are committed to:

- Ensure reliable products and services meeting our customer's expectations for quality
- Continually improve our quality processes to safeguard customer satisfaction
- Monitor and track our quality performance and initiate relevant continual improvements
- Meet our applicable obligations including statutory and regulatory requirements
- Ensure impartiality in laboratory activities
- Listen to our customers and other shareholders to understand their needs and expectations
- Monitor supplier quality performance and seek relevant dialogue on improvements
- Promote quality mindset and ensure sufficient training/qualification throughout the company
- Communicate our quality position to relevant stakeholders

Our ambition

We at Ellab have an ambition to be industry leading, by continually providing best in class quality products and services. Our ambition is exceptional customer quality satisfaction.