

Global Quality Policy



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Our position

At Ellab, we have a strong and unified purpose: *Together for a Healthier Tomorrow*. We strive to deliver integrated compliance solutions ensuring industry best practices to manage operational risk, improve control, and enhance efficiency. Together, we shape the future of life science compliance as an innovative and reliable end-to-end partner. We take pride in delivering the best quality solutions that meet customer expectations and set industry standards.

Every employee at Ellab has an important role in ensuring the best quality and all contribute and take responsibility for delivering on this core value. Our governance for quality is clear with organizational anchoring in the Group Management through our Global Quality Committee. We set common global quality standards and objectives, operational targets and we achieve transparent tracking of performance, which is reviewed by relevant management at all levels across our global organization. In this way, 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 the customers' expectations
- 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 stakeholders to understand their needs and expectations
- Monitor supplier quality performance and seek relevant dialogue on improvements
- Promote a 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 an industry leader by continually providing best-in-class quality products and services. Our ambition is to achieve exceptional customer satisfaction.

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