

QUALITY – STATEMENT OF POLICY

1. Policy statement

- 1.1. SYNLAB Analytics & Services places particular emphasis on the quality of the delivered service. This reflects on both the technical aspects and the supporting services towards our customers. We understand and acknowledge the importance to deliver reliable test results on time so our customers can act without hesitation.
- 1.2. Our approach is that all our Laboratories are accredited to ISO/IEC 17025, 'General requirements for the competence of testing and calibration laboratories' which constitutes the basis of our management system. The goal of this management system is to meet the requirements of the standard and of our customers and to enable us to focus on improvement.
- 1.3. Where applicable we will comply with additional guidelines and regulations and have implemented the additional requirements.
- 1.4. An independent quality function (led by a Quality Manager) is in place to evaluate quality performance and initiate corrective measures or improvements where necessary, reporting directly to the Managing Directors and / or COO.
- 1.5. We encourage our staff to propose improvements to the methods and the management system to create more effectiveness and improve service.

2. Responsibilities

- 2.1. The CEO has been appointed by the Board of Directors as the responsible executive to ensure effective implementation of this policy.
- 2.2. The Managing Directors of the businesses are responsible for the implementation of this policy in their areas of responsibility.
- 2.3. Line Managers and Supervisors (team leaders) are responsible for the execution of this policy on a day to day basis.
- 2.4. The Quality Manager is responsible for quality planning, reporting and evaluation of the management system performance.
- 2.5. It is the responsibility of all employees to understand this policy and apply it in their day to day activities and adhere to the Quality Management System to ensure that the service supplied conforms to the company's quality, mission, vision and values, contractual and legal requirements.

3. Arrangements

- 3.1. Internal audits are regularly performed using an effective audit planning. The audits focus on the effectiveness and efficiency of the methods and meeting the requirements stated in ISO/IEC 17025 and other relevant standards (i.e. ISO 9001:2015 and reference methods).
- 3.2. Continuous evaluation of quality performance is executed within each site and reported on all levels of the organisation (using KPI performance measurement).

- 3.3. An annual quality plan and management review is made for each site with an evaluation of performance and quality goals to achieve further improvement of the performance.
- 3.4. We use an effective and efficient procedure of periodic validation and evaluation of the used analytical methods to make sure we have a good and reliable performance.
- 3.5. We use an effective system of Quality Control to maintain our high Quality standards, act quickly in out of control situations and continuously focus on improvement.
- 3.6. We frequently participate in PT schemes to benchmark our performance and to make sure our results are accurate and comparable.
- 3.7. Training is a continuing process throughout the organisation to maintain a high competence level. We use the train-the-trainer principle to share our knowledge.
- 3.8. We act quickly on complaints and requests from our customers and measure customer satisfaction to identify service improvements.

4. Display and revision of this policy

- 4.1. This policy statement will be displayed on notice boards, the intranet, internet and the Q(HSE) handbooks. It will be brought to the attention of all employees, contractors and suppliers.
- 4.2. The Chief Executive Officer is responsible for reviewing this policy annually and for publicizing the outcome of the review.

This Quality Policy Statement is issued by the CEO of SYNLAB Analytics & Services and supported by each of the Managing Directors.

In signing this Quality Policy Statement, I set out to demonstrate my commitment to the Quality Policy and the Quality Management System. It is essential that this policy has the full support of the staff, as their commitment to Quality is viewed as essential in order to secure our long-term success.



Sytze Voulon
CEO SYNLAB Analytics & Services
Date: January 2019