

## Policy on Quality, Environment and Occupational Health and Safety

The main activity of the company is wholesale, maintenance and service of laboratory equipment and consumables, planning and development of qualification services, applications and training of users of the equipment, as well as calibration of measuring equipment.

By applying knowledge through new technologies, Analysis aims at being a leader in the markets of Serbia, Montenegro, Northern Macedonia, Bosnia and Herzegovina, Albania and Slovenia.

Through continuous changes realized within a market that places ever more stringent requirements, limited resources, competitiveness that is difficult to acquire and easy to lose, technologies that become a driver of development and users as true judges of quality, Analysis bases its vision on:

- **Focus on the user** in order to meet their requirements and strive to exceed their expectations.
- **The leadership role of the management** and creating an environment that encourages our associates to achieve set goals and the vision.
- **Engaging competent personnel** who are aware of their contribution to applied management systems, quality (QMS), environment (EMS) and occupational health and safety (OH&S), who, by applying their knowledge, and through their attitude to work contribute to achieving planned and expected company results.
- **Process approach**, process management and the system as a whole which is realized by applying the PDCA cycle with an overall focus on "risk-based thinking" in order to seize opportunities and prevent undesirable results so that the intended results are achieved.
- **Acquiring new knowledge and skills** as well as open exchange of experiences within teams and job satisfaction, as well as the results achieved by Analysis;
- **Improvement** by consistently meeting user requirements and addressing future user needs and expectations which is a challenge for Analysis operating in an increasingly dynamic and complex environment.
- **Decision-making** based on facts by means of comparison of the performance of applied management systems with the set goals.
- **Managing** mutual relations and developing mutually beneficial relationships with all stakeholders in order to create partnerships and long-term cooperation.
- **Commitment to pollution prevention and environmental protection** through commitment to meet its obligations in terms of compliance related to identified significant and other environmental aspects, and continuous improvement of EMS performance and EMS management system to improve performance, and developing awareness of the consequences of non-compliance.
- **Commitment to the prevention of occupational accidents and health hazards**, as well as the continuous improvement of the OH&S management system and OH&S performance in our commitment to comply with the relevant requirements of laws and regulations and other requirements with which Analysis has complied.
- **Consistent application of applied management systems** by reducing the risk of non-compliance with the relevant requirements of laws and regulations and other requirements with which Analysis has complied, creating added value for the users, organization, employees, shareholders and society in general.

In Belgrade  
03 January 2022

General Manager  
Nenad Andrejić

