

Quality Policy

OUR GOAL is to facilitate the research of our customers.

→ Through offering solutions, our customers can focus on their research.

OUR VISION is to be the single point of contact for our customers for general inquiries in laboratories.

→ We support our customers in the biotech sector throughout the entire life-cycle of a laboratory: from the planning of the laboratory, to the selection of the right laboratory equipment and consumables, to the implementation of a smooth and reliable procurement process.

OUR MISSION is to help your science to progress.

→ In doing so, we deliver pragmatic solutions to our customers so you can focus on your business and have a long-term partner for your lab.

WITH OUR VALUES, we are in sync with the expectations of our stakeholders.

→ **Familial and collaborative:** we pride ourselves on being a diverse and multi-generational team with loyal employees. Young, dynamic and creative values are balanced with stability, experience and maturity. We have an altruistic team spirit and are there for each other. We transfer these values to the cooperation with our various partners (customers and suppliers).

→ **Pragmatic & responsive:** We are committed to finding simple, fast and effective solutions for our customers. We communicate directly and transparently. Our commitment to continuous improvement of the quality management system allows us to consider and anticipate risks and opportunities. It is important to us to be a little better every day. Our motto is "failing forward".

→ **Trustworthy & loyal:** We believe that strong & lasting relationships with our employees enable us to build equally strong relationships with our partners. Happy employees means happy customers. (Further) development of our employees is of central importance for our competence of tomorrow. We promote and encourage our employees to participate in decision making. Customer satisfaction is central to our efforts to build and maintain lasting relationships.

→ **Respectful & Sustainable:** We are committed to taking concrete actions to contribute to sustainable development. We strive to act responsibly to jointly drive sustainable solutions and products.

I am personally committed to this policy and count on each and every employee to work towards a strong team spirit and mutual respect.

Together with the Quality Manager we put these provisions into practice.

Livio Ferrari

CEO

