

## Quality Policy Novogenia GmbH

***Novogenia - Pioneer in personalized healthcare and a leader in providing innovative biotechnological solutions.***

As one of the leading biotechnology companies in Europe, Novogenia is committed to continuously providing fast, reliable, and groundbreaking insights in the field of preventive and lifestyle genetic testing, as well as personalized dietary supplements and cosmetics. Our quality policy is based on the highest standards and a deep commitment to the safety, efficacy, and customer satisfaction of our products and services.

### Management Commitment

Management is committed to ensuring that our processes are aligned with identified normative, legal, and internal requirements and continuously improved. All leaders in our company bear direct and unrestricted responsibility for implementing our quality policy in their respective areas of responsibility. This includes both the operational departments responsible for the technical manufacturing of our products and services, as well as all supporting departments.

### Laws and Standards

We are committed to adhering to the highest quality and data protection measures to ensure the integrity of our products and the privacy of all customers. Compliance with laws and international standards forms the foundation of our business operations at Novogenia. Our integrated management system is certified according to internationally recognized ISO standards for quality management (ISO 9001:2015), food safety (ISO 22000:2018), and cosmetic Good Manufacturing Practice (ISO 22716:2007). These certifications not only ensure compliance with legal requirements but also demonstrate our commitment to the highest quality standards and the safety of our products.

### Employees

Each employee is an integral part of our management system and bears the responsibility to identify and correct circumstances that could compromise the quality, food safety, and accuracy of analysis. Ensuring and continuously improving quality is a central priority at all levels and requires the active engagement and close collaboration of all team members. We not only value the quality of our products and services but also a respectful interaction, fair compensation, and working conditions. This profound understanding and awareness of quality, as well as the commitment of all employees to the safety and quality of our products and analyses, are crucial for customer satisfaction and thus for the long-term success of our company.

## Customer Orientation

At Novogenia, we consider customer orientation one of our top priorities. We understand that our customers are the heart of our business, and we strive not only to meet but exceed their needs and expectations. Our customers are at the center of all our decisions and actions, whether in developing new products, providing outstanding services, or supporting their individual needs and concerns. We listen attentively, respond flexibly to their requirements, and aim to build long-term and trusting relationships. The continuous improvement of our products and services is based on the direct feedback of our customers, which we consider a valuable source of innovation and growth. Ultimately, our goal is to ensure their satisfaction through excellent customer care and to promote their success, thereby driving the success and growth of Novogenia.

## Suppliers

We always maintain an open and constructive relationship with our suppliers. Through our regular evaluations, we aim to develop them and strive for long-term and good cooperation.

## Food and Cosmetics

Our food and cosmetics safety policy is a cornerstone of our corporate philosophy. As a manufacturer of dietary supplements and cosmetics, it is our obligation to ensure the quality and safety of our products as much as possible. We conduct risk assessments to identify potential hazards and then implement preventive measures. Through precautionary programs and plans, we steer food safety, always complying with legal requirements, the Codex Alimentarius, and our own quality standards or even exceeding them.

## Genetics Laboratory

Quality and customer satisfaction are paramount in our genetics laboratory. We continuously invest in the development and modernization of our laboratory, as well as in qualified personnel and documented processes. With a sophisticated logistics system and the use of 2D data matrix barcodes, we ensure the accurate tracking and security of each sample during the analysis process. Our quality assurance measures comply with strict legal standards but are constantly evolving and improving through internal and external audits and continuous improvement processes.

## Continuous Improvement and Objectives

Our goal is to continuously develop and improve our performance, whether through the implementation of more efficient workflows, the use of innovative technologies, or the integration of customer feedback. We always adhere to our corporate values and strive to exceed our customers' expectations. In the coming years, we aim to significantly increase the capacity of our laboratory and production and steadily expand our product range. Through this ongoing improvement process, we set ourselves ambitious goals to further solidify our position as a leading company in the fields of genetics, food, and cosmetics and to maximize our contribution to the health and well-being of people worldwide.



Dr. Daniel Wallerstorfer  
CEO der Novogenia GmbH

Eugendorf am 13.02.2024



Katharina Astleitner, MSc  
Qualitätsmanagerin der Novogenia GmbH

Eugendorf am 13.02.2024