

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.

Mission

We enable people to take their health and well-being to a new level - with personalized analyses, therapies and products based on their individual genetic and biological data. Through a clear culture of culture fit, positive energy and the right mindset, we are building a strong team that is constantly evolving. Our products and services are created according to the principle: MVP first, then highest quality and perfection - we learn through implementation, constant improvements and continuously develop our solutions. We invest in our own employees, promote internal talent and strengthen their autonomy before we grow externally. Our work is characterized by transparency, openness, trust and the uncompromising goal of creating the best customer experience.

Vision

We will become the leading provider of personalized products, services and therapies based on unique biological data - first in Europe, then worldwide. Our aim is to develop the best, most effective solutions - not the simplest or cheapest. We are at the forefront of scientific innovation, setting new standards and bringing personalized health to everyone's everyday life. Our path is based on speed, flexibility and courage: we combine the innovative strength of a start-up with the clout of a market leader. Our growth is inextricably linked to the success of our partners - their success is our success.

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), cosmetic Good Manufacturing Practice (ISO 22716:2007). Furthermore, we commit to the adherence to a quality management system for medical devices according to ISO 13485:2016. 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 focus to be one of our top priorities. Our customers – both end customers and sales partners – are at the heart of everything we do. Our aim is not only to meet their expectations, but to exceed them. A key factor in this success is close cooperation with our sales partners. We select our partners carefully and provide them with targeted support to ensure the highest quality of advice for end customers. With our Novogenia Academy, we offer tailor-made training and development programmes that enable our partners to provide end customers with the best possible advice and a unique service and product experience. We listen attentively, involve our partners in decisions and thus create an environment in which innovation, service orientation and quality come first. We see feedback from our customers and partners as a valuable source of improvement and growth, enabling us to continuously optimise our products, services and processes.

We place great importance on providing an outstanding user experience for our end customers, characterised by excellent advice, high-quality products and reliable customer service. This creates a sustainable cycle: we promote the success of our partners so that they in turn can offer our end customers the best advice and support. In this way, we increase the satisfaction of all parties involved and ensure the long-term 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.

Medical Devices

We strive to produce test kits that not only meet but exceed regulatory requirements, ensuring accuracy, reliability, and ease of use for our customers. Furthermore, we implemented a quality management system for medical devices according to the ISO 13485:2016 standard. We continuously monitor the laws and regulations of relevant markets to ensure the consistent provision of medical devices that prioritize safety and adhere to the highest quality standards for our customers.

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 30.09.2025



Katharina Astleitner, MSc
Qualitätsmanagerin der Novogenia GmbH

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