



PRODUCT QUALITY AND SAFETY POLICY

ESENSA Ltd is engaged in development, production, distribution and sales of medical devices, dietary products, cosmetics, biocidal products and other general use items. In addition to the mandatory application of all relevant legal regulations, Esensa Ltd has implemented, established and maintained management systems according to **ISO 9001**, **ISO 13485**, **ISO 22000**, **ISO 22716**, operates in accordance with the requirements of Directive **93/42/EEC**, Regulation **(EU) 745/2017** and applies the Guidelines for Good Manufacturing **(GMP)** and Good Distribution Practice **(GDP)**.

The top management of ESENSA Ltd has established its Product Quality and Safety Policy, taking into account the internal and external factors in which it operates (context), purpose of existence (mission) and strategic direction (vision).

Esensa takes dedicated care of the quality and safety of its products and monitors them on the market as part of taking care of the end user and his safety.

The basic principles of our Product Quality and Safety Policy are:

- Achieving high levels of customer satisfaction with regard to ESENSA Ltd - quality and safety of products, services and compliance with agreed deadlines;
- Achieving high satisfaction with partnerships - by establishing and nurturing good partnerships;
- Achieving high employee satisfaction - by encouraging development and cultivating the abilities of each employee and their motivation to contribute to the success of ESENSA Ltd;
- Increasing profit - increase of efficiency of production and placement of Esensa's products and permanent reduction of costs in all organizational parts of ESENSA Ltd;
- Development and implementation of modern technical and technological procedures in the process of production of medical devices, dietary products, cosmetics, biocidal products and other general use items;
- Satisfying the interests of society - by respecting the laws, regulations, codes and requirements of local authorities and the state;
- Ensuring the permanent development and improvement of ESENSA Ltd with proper consideration and acceptance of all future needs of users and market circumstances, expressed ability to build sustainable partnerships with many factors from the business environment.

All employees of ESENSA Ltd by performing their daily activities contribute to the realization of the set Quality and Product Safety Policy and are responsible for its implementation.

The management and all employees of ESENSA Ltd proudly stand behind the Product Quality and Safety Policy.

Belgrade, December 22 2023.



A handwritten signature in blue ink, appearing to read "Danijela Petrovic", written over a horizontal line.

Danijela Petrovic
Director