



## 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 **ISO 9001** management systems, **ISO 13485**, **ISO 22000**, 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-level 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).

Our mission: **Health and immunity is the priority!**

Passion, dedication and innovation drive our employees and they proudly stand by each and every one of our products. We create high quality and safe products which focus on prevention and indeed they improve people's health and lives.

Our vision is to become a partner in people's daily lives and to bring out the best side of nature through our products. Safeguarding the best in you!

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.

We are open to the exchange of knowledge and experiences with everyone whose ideas are creative, positive and directed towards constant progress.

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

Belgrade, January 20<sup>th</sup> 2023.

  
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Nataša Kankaraš Miladinović  
Director

