

SUSTAINABILITY POLICY

*Our vision: To be our customers' trusted partner for sustainable development.
This is our vision, supported and guided by strong values that are shared by the whole Group.*

MISSION

Our mission is to support our clients, leading figures in creating a **safe** and therefore **sustainable** future. We work in close contact with our clients to implement **innovative solutions** that respond to the challenges of the present while also guaranteeing prosperity for future generations.

Our aim is to build lasting relationships based on

partnerships and shared success, distinguishing ourselves through our profound knowledge of the sector, our commitment to client development, and our drive to predict and innovate in the face of looming challenges. Guided by a strong sense of ethical responsibility, we are dedicated to making a difference, and committed to building a safer world.

VISION

Our vision is to be a global **point of reference** for clients that are looking not only for a supplier for their laboratory analysis needs, but a true **partner** that is able to understand, anticipate and respond to their demands with tailor-made solutions.

Our aim is to be recognised for our commitment to developing the specific skills of our clients and guaranteeing the **security of their business** through **laboratory analysis** and **consultancy** and **training** services of the highest level, with a view to making a significant contribution to the growth and the success of our clients. We are guided by the conviction that developing

personal responsibility and respect for ethics and professionalism is fundamental in making a positive impact on the world, fulfilling our role with excellence and integrity.

We are committed to offering **tangible guarantees of quality** and customisation, backed up by a dedicated infrastructure and strategic geographic presence, in order to respond to local characteristics and support the development of our clients' businesses in a proactive and innovative manner. Our goal is to have a positive influence on the sector, promoting **safer** and therefore **sustainable development** that makes a lasting mark.

OUR VALUES ARE



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A client centred focus

We provide support to our clients as a partner providing added value to their success. We are committed to satisfying their stated and implicit business needs.

We are committed to making our working environment a place for the development of talent and opportunity. We believe that the value of a team is greater than the sum of its parts, and we foster a solid team spirit.

Respect for colleagues

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Speed

We are committed to being fast, aware that the world will not wait. We see mistakes as an opportunity for professional growth.

We care for things as though they were ours and are passionate about doing well.

Reliability

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Competence

Each collaborator is committed to developing a profound knowledge of their field, working towards the good of the recipients of their work, and towards the professional growth of their team.

We operate with transparency and loyalty. We express what we believe to be right, with all our passion and enthusiasm.

Authenticity

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Integrity

We respect the law, regulations, conventions and company rules.

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Here at the **Lifeanalytics Group**, we believe that our integrated Quality, Environment and Safety Management System, which has been designed in line with UNI EN ISO 9001:2015, UNI CEI EN ISO/IEC 17025:2018 errata corrige of 1st June 2018 and the Accredia RT-08 prescriptions, and UNI EN ISO 14001:2015, UNI ISO 45001:2018 standards, is an essential tool to ensure that we comply with the law and regulatory requirements. It means we can provide our customers with completely reliable services, helping to construct a culture based on risk management techniques to respond to changes and protect the business.

We are committed to ensuring that our services meet our customers' QUALITY EXPECTATIONS.

In particular, we focus on:

- correctly understanding our customers' needs in advance;
- having competent, motivated and healthy staff;
- continually monitoring to ensure we meet service requirements signed with customers and following good business practice;
- applying and spreading our risk assessment methodology throughout the entire organisation to identify and assess risks and opportunities;
- conducting testing and calibration to meet the requirements set out in UNI CEI EN ISO/IEC 17025:2018 documentation, requirements set out by customers, regulatory authorities, mandatory prescriptions, recognition organisations and accreditation bodies;
- publishing accreditations only for testing which has been accredited, and using the trademarks in line with the prescriptions set out in the accreditation body's documentation;
- promptly informing Accredia of any change in our structure which may affect our compliance with accreditation provisions, leaving the final decision to Accredia;
- preparing prescriptions and other documents relating to our technical sector in our internal systems as provided for by the accreditation body;
- encouraging our staff to collaborate and to read the Integrated Management System documentation;
- systematically investing in research and development to develop innovative products and services;
- adopting policies and procedures to prevent the Group from being involved in activities that may diminish a person's faith in our competences, impartiality, judgement or professional integrity; complying with legislation on data confidentiality and security;

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- ensuring that all staff play a conscious part in maintaining and improving applicable Quality Management Systems, ensuring that the process remains in line with regulations that apply to it (ISO 13485) while safeguarding patient safety;
- working to maintain and increase customer satisfaction and paying particular attention to assessing and processing complaints and reports of services that are not safe and effective, so as to promptly implement corrections and improvements;
- ensuring that the integrity of the Quality Management System remains unaltered when changes are planned and implemented.

We constantly monitor our ENVIRONMENTAL PERFORMANCE to minimise our environmental impacts, focusing on some priority actions:

- to use all resources available rationally and without waste (i.e., water, energy sources, chemical reactants), favouring the use of renewable energy, sustainable mobility and the proper management and separation of waste;
- to involve our suppliers of goods and services and all customers, where our activities produce indirect environmental impacts, so as to obtain mutual benefits;
- to make available to staff who work within our organisation and on our behalf every appropriate tool they need to correctly perform their work, helping them to become more aware of the environmental effects of our activities.

We make sure that we do everything necessary to ensure that WORKPLACE HEALTH AND SAFETY rules are followed and to prevent accidents, injuries and occupational diseases, by acting in the following way:

- ensuring that our working spaces are healthy and safe and in a condition to prevent injuries and occupational diseases;
- monitoring the risks associated with working activity. This applies equally to strategic decisions and to daily operations, performed directly or through suppliers;
- reducing the risks posed to health and safety in terms of probability and severity;
- routinely providing information on safety performance, ensuring that information is as reliable as possible;
- raising awareness and involving suppliers in our workplace health and safety objectives;
- putting in place a 'stop work policy' which ensures that each worker can act promptly and stop any activity that places their health and safety at risk or places the health and safety of others at risk, or that may damage the environment;



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- committing to improve the ways in which we involve staff, encouraging workers to participate and consulting them and their representatives, where present, to make positive changes to the system for managing quality, the environment, and workplace health and safety.

We ACT IN A SOCIALLY RESPONSIBLE MANNER. Our socially responsible behaviour is based on the following principles:

- we value everyone who works with us, ensuring we respect their rights of freedom and dignity, to have a healthy and safe workplace, to be free to join a trade union and to collective bargaining, to a dignified salary, to work without discrimination and to have proper working hours; we make sure that duties are agreed with staff and that we support their professional and personal development;
- we do not use, and we prohibit our partners from using, child labour or forced or obligated labour;
- we have partnerships with suppliers that are innovative and aimed at gaining a competitive advantage and increasing awareness of the ethical and social role played by business.

We at Lifeanalytics have adopted a Code of Ethics and an Organisational, Management and Control Model pursuant to Italian Legislative Decree 231 of 8th June 2001, so as to prevent offences from being committed, and to safeguard the Group's integrity, values and assets.

We are committed to ensuring that this policy and all other Group policies are understood, followed and supported at all levels and by all internal and external workers and partners.

Our management will periodically review our sustainability policy and integrated management system to ensure that they are suitable and effective and remain in line with and appropriate to the organisation's needs. Every year it will identify measurable objectives, which will make the objectives set out in this policy more tangible, and it will check the results we achieve.

Our senior management and its representatives, based on their respective functions, have the primary responsibility of realising these objectives which will be translated into annual programmes that are objectively measurable and which will be discussed as part of annual reviews.

Our senior management and its representatives have delegated the following responsibilities:

- Location Managers/Lab Managers are responsible for ordinary management of activities that enable objectives to be reached;
- the COO, Quality contact points, HSE and F&P BUs, are responsible for preparing the Quality, Environment and Safety System for laboratories and for checking that it is implemented correctly;



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- Technical Managers and Managers of other departments and sub-departments, to the extent of their respective remits, are responsible for the practical implementation of the Quality, Environment and Safety System;
- All staff must be familiar with the integrated system documentation, implement the policies and procedures defined in it and commit to following good business practice.

For approval

CEO Roberto Pisa 

COO Anna Pagliani 

QCM Eleonora Giannotti 

ENG BU Manager Nicola Pireddu 

HSE BU Manager Jessica Serafini 

Food BU Manager Andrea Iannotta 

Product Safety BU Manager Elisabetta Silvestrini 

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