

## Commitment of the CEO

The high level of quality of our services is the most important basis for the long-term development of our company. Quality is therefore the central component of the BIOSERV corporate strategy and determines our principles of action. We understand quality to mean more than just matching actual and target values. For us, quality is a global approach that guides our principles of action at all levels and in all processes. By introducing and implementing a quality management system in accordance with DIN EN ISO 17025 and by implementing good laboratory and manufacturing practice, we create the prerequisites for defining and realizing the quality level in all areas. This guarantees that our customers receive recognized, reliable and trustworthy analytical services.

However, quality means more to us, it also means responsibility - we face up to this responsibility that we have as a company for people, society and the environment and help to shape a sustainable future in the long term.

This requires the commitment and sense of responsibility of all employees towards themselves and their tasks, others, our customers and our company. To this end, we have always followed values such as fairness, reliability and trustworthiness. These principles represent the basis of our actions and are obligatory for all managers and employees.

Taking responsibility also means acting lawfully. Compliance - the observance of laws and internal guidelines - is a matter of course at BIOSERV.

Transparency and communication are the key. We communicate openly and trustfully with

our stakeholders and expect our values and principles to be implemented in the same way.

The trust of our customers, employees as well as our business partners is the basis for our success. Compliance is the indispensable fundament for this trust and our basis for sustainable growth.

The management of BIOSERV guides all daily decisions on the basis of these principles and trusts that all managers and employees will comply with these principles of conduct, rules and laws

We declare no to

- Bribery and corruption
- Unfair influence
- Unfair competition
- Personal conflicts of interest
- Unequal treatment & discrimination
- Disclosure of confidential information

Dr. sc. Udo Meyer

CEO