

LABORATORY QUALITY POLICY**Mission of the CrossChem limited liability company Laboratory:**

Become a competitive and accredited Laboratory for testing chemical products in Europe. Ensure the timely, accurate and high-quality provision of AUS 32/ DEF/ AdBlue® and other chemical product/substance testing services. Reliably execute customer testing and analysis requests without any external impact on Laboratory activity without compromising the principles of confidentiality, impartiality and objectivity, and implement all these activities in accordance with global standards.

Laboratory quality policy of “CrossChem” Ltd:

- The CrossChem company Laboratory shall provide its customers with high quality AUS32/ DEF/ AdBlue® and other chemical product/substance sampling and testing services in accordance with the requirements of the laws and regulations of the Republic of Latvia, testing standards, ISO 9001:2015, ISO 14001:2015, ISO 22241-2:2019 and ISO 17025:2018.
- Continuously improve and develop the Laboratory management system in accordance with the standard LVS EN ISO/IEC 17025:2018, performing regular monitoring and evaluating service performance, customer satisfaction and current customer needs.
- Ensure that any testing service provided by Laboratory of “CrossChem” Ltd for AUS32/ DEF/ AdBlue® and other chemical products/substances is performed in an objective, complete, timely and qualitative manner, ensuring the confidentiality of customer information and data, in compliance with the privacy policy developed by “CrossChem” Ltd.
- Use proven materials and reagents, state-of-the-art technologies, calibrated hardware, certified and traceable reference materials and standards, and ensure adequate internal and external quality control through internal audits and interlaboratory verification programmes.
- Provide an individual customer approach to each client and provide services that fully meet their expectations and requirements.
- Ensure that Laboratory personnel, equipment and other resources necessary for the provision of the testing service are adequately prepared and working at the highest possible level required for the execution of the High quality AUS32/ DEF/ AdBlue® and other Chemical products/substances testing service within the specified time limits.
- Guarantee that each Laboratory staff member is personally responsible for the implementation of the basic ethical principles when carrying out his/her work, taking into account: professional competence, confidentiality, independence, integrity, impartiality, objectivity and due diligence.
- The Laboratory shall ensure that the testing and sample collection is performed by appropriately trained and qualified personnel in accordance with the established quality policy, approved methodology, procedures and instructions requirements and principles of good professional practice.
- Raise the qualifications of the staff members and ensure their professional development, and maintain and improve conditions so that the staff of the Laboratory are loyal and as satisfied as possible with the results achieved and the work done in the Laboratory.

CONFIRM
Ltd “CrossChem”
Chairman of the Board

/Ričards Andersons /
9th of February 2023