

INSPECTION BODY QUALITY POLICY

We, at **ESCO LifeSciences, Dubai (the IB)** are dedicated to the highest standard of inspection services to ensure the safety, reliability, and compliance of Airflow velocity test (inflow and Downflow), HEPA filter leak test (supply and exhaust), Smoke pattern / visualization test, Site installation assessment / alarms verification, Light intensity test, UV light intensity test, Sound level test for Containment Devices Biosafety Cabinet (Class II A1, Class II A2, Class II B1, Class II B2); Containment Devices Laminar Flow Hood Vertical Horizontal, Chemical Fume Hood Ducted & Ductless (recirculating), Isolator; Thermostatic Devices- CO2 Incubator, IVF Incubator by utilizing the domain knowledge and the vast experience in the field.

We at **ESCO LifeSciences, Dubai (the IB)** aim at achieving its goals based on the principles of impartiality, confidentiality and reliability in accordance with international standards and defined inspection methods. We strive to understand and meet the needs and expectations of our customers. Our goal is to achieve the highest level of customer satisfaction by delivering accurate, timely, and reliable inspection services. Our commitment to quality is demonstrated through our adherence to the following:

- Developing, maintaining and meeting the requirements of ISO/IEC17020:2012. Being committed to understanding and responding to our clients' needs and expectations. Understanding and ensuring compliance with best practice industry standards and other requirements that are applicable to our inspection activities and services.
- To provide quality inspection services to our clients in timely and effective manner related to inspection at their site/location.
- To provide unbiased inspection service by embodying Impartiality, Independence, Confidentiality, to improve the overall service quality.
- We invest in the ongoing training and development of our staff to maintain the highest levels of competence and expertise. We are committed to continuous improvement through regular reviews, audits, and feedback mechanisms.
- To ensure consistency in the Inspection, dispatch clearance process and the Inspection reports.
- Continual improvement in the inspection services by providing regular training to staffs.

We maintain a robust quality management system that supports our quality objectives. This system is regularly reviewed and updated to ensure its effectiveness and alignment with our strategic goals. We prioritize the health and safety of our employees and stakeholders, and we are committed to conducting our operations in an environmentally responsible manner. Personnel are empowered and encouraged, through their actions, to ensure that we at ESCO LifeSciences, Dubai (the IB) consistently meet high standards in quality of inspection services and achieve customer satisfaction.

Approved on 23rd September 2024



XQ Lin,
CEO of Esco Group Companies