



## QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY

First 5 Labs j.d.o.o. is engaged in the development and production of e-liquids. This quality and environmental management policy defines the framework for ensuring that the company's products and services meet or exceed customer expectations while minimizing the organization's negative impact on the environment.

**This policy provides a framework for achieving the following quality and environmental objectives:**

- Ensuring that First5 Labs' products and services meet or exceed customer expectations.
- Reducing the negative environmental impacts of First 5 Labs.
- Increasing the reliability and credibility of First 5 Labs.
- Improving the efficiency and productivity of First 5 Labs.

**Core Principles of the Policy:**

- **Customer Focus:** First 5 Labs is committed to meeting and exceeding the expectations of its customers.
- **Prevention:** First5 Labs is focused on preventing quality and environmental issues rather than addressing them after they occur.
- **Continuous Improvement:** First 5 Labs continually improves its quality and environmental management processes.
- **Responsibility:** All employees of First 5 Labs are responsible for achieving the objectives of this policy.
- **Participation:** The participation of all First 5 Labs employees in improving quality and environmental protection is encouraged.
- **Regulatory Compliance:** First 5 Labs monitors and complies with all relevant regulations and laws related to e-liquid production and environmental protection.
- **Protection:** First 5 Labs is firmly committed to environmental protection and takes all necessary actions to minimize its environmental impact and prevent pollution.
- **Awareness:** First 5 Labs continuously works on educating its employees and raising awareness of the importance of product quality and environmental protection.

**This policy ensures:**

- The continuous development and implementation of a quality and environmental management system that complies with ISO 9001 and ISO 14001 standards.
- The enhancement of employee competencies regarding the requirements of this policy and their role in achieving its objectives.
- Regular monitoring and measurement of performance in relation to set objectives.



- Taking corrective and improvement actions for the quality and environmental management system when necessary.

This policy is regularly reviewed and updated to ensure it aligns with the latest requirements and best practices.

Sesvete, May 31, 2024.