



ANA LAB d.o.o.

Laboratory for quality and authenticity testing of food products
Dositeja Obradovića 8k, 26000 Pančevo, Srbija

Registration no.: 21718963

Tax Identification Number: 112699716

Reg. Number enrollment: BD 77161/2021

Bank Account: 205-423474-75, Foreign currency account: 0070100534558

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E-mail: office@ana-lab.rs,

Website: www.ana-lab.rs

STATEMENT OF IMPARTIALITY AND CONFIDENTIALITY

Laboratory ANA LAB d.o.o. strives to gain, establish and maintain the trust of service users.

We have organized the activities we carry out in such a way that they are performed competently, responsibly and impartially.

We based our business on the principle of objectivity and impartiality.

Objectivity in testing implies that we will have a uniform business relationship with each user of our services, which is based on compliance with contractual obligations.

Impartiality in work is a basic principle that is constantly strived for. Aware of its importance, the management of the laboratory implements all measures to prevent conflicts of interest. In order to ensure impartiality in the work, accuracy and reliability of test results, the management of the laboratory undertakes not to intervene or to apply pressures that may compromise impartiality.

Employees of ANA LAB carry out activities that are in accordance with the documented procedures of the laboratory or laws and other applicable regulations. All decisions related to the test results are made on the basis of objective evidence. Decisions made cannot and must not be influenced by any other interests or the interests of the other party.

ANA LAB d.o.o. operates as a financially independent laboratory and the only source of revenue is from the provision of testing services to customers. That way, there is no risk of impartiality based on ownership, shared resources, finances, payment of interest on sales.

The laboratory ensures that employees are protected from external commercial or other influences that could lead to conflicts of interest or impartiality. Obligations, responsibilities and prevention measures are defined and verified by employees.

Employees are prohibited from conducting tests for other laboratories. If they participate in their work in any other way, they must report it to the Management of the laboratory, which will make a decision on measures to prevent conflicts of interest.

CONFIDENTIALITY AND BUSINESS SECRET

The Laboratory undertakes not to transmit, disclose or publish the information obtained about the user or the results obtained without the written consent of the user to whom this information relates.

All data and information related to the user of services and test results obtained in the process of providing services have the status of business secret. Employees sign Statements on the confidentiality of information and the prohibition of their disclosure to others.

SUBMISSION OF COMPLAINTS

Service users and other stakeholders have the right to file complaints. Complaints may relate to any segment of the laboratory's work, test results obtained, measurement uncertainty, methods used, communication and all situations where the general principles of impartiality and confidentiality have not been respected.

Interested parties can submit complaints to the email address office@ana-lab.rs or in writing by submitting them to the address of the laboratory at 8k Dositeja Obradovića Street, 26000 Pančevo.

Date: January 1st, 2022

Director of ANA LAB

Ivan Smajlović, M.Sc.Tech.