

Product Quality and Safety Policy

Elephant Pharma establishes the Quality and Safety Policy, as a document that establishes the mission, vision and strategy for achieving business success and further development of the company.

Elephant Pharma defines the Policy of product quality and safety, as an active contribution to meeting the demands and expectations of its customers, by following international legislation framework, by implementing relevant laws, regulations and normative documents related to the production of dietary supplements.

By establishing, implementing, maintaining and constantly improving the quality management system (ISO 9001:2015), the international code with the basic principles of food hygiene and the system of risk analysis and critical control points (CAC/RCP 1-1969, Rev.4-2003, HACCP system), and by complying with the requirements of Good Manufacturing Practice (GMP), Elephant Pharma continuously invests efforts in achieving:

- Highest quality of the products and their continuous improvement;
- Constant modernization of equipment;
- Staff training through new and continuous training;
- Measure to increase user satisfaction and manage processes that contribute to user satisfaction
- Leadership roles and leadership commitment;
- Consistent product controls and process management that ensure full fulfillment of user requirements and all relevant regulations and elimination of risks to human safety and health;
- Constant risk analyzes and process management in critical control points;
- Managing aspects of the environment in order to reduce the impact on the environment in the form of disposal of hazardous and non-hazardous waste;
- Concerns about the health of employees and safe working conditions by acting to prevent or minimize the impact of noise, vibrations, dangerous substances, elevated working temperatures, equipment, means of transport and other risks on employees and visitors;
- Creating and maintaining a high level of food safety culture, in order to ensure food safety at all levels of production and consumption;
- Constantly increasing the efficiency and effectiveness of all work processes and increasing the profitability of the overall business;
- Constant improvement of the quality of storage, production and sales
- Reducing business costs with the effort of all employees to fulfill their obligations on time and well; the first time and every time;
- Making decisions based on collected and analyzed data related to processes;
- Partnership relations with suppliers and users

Elephant Pharma will make efforts to continuously improve quality, product safety, environmental protection and occupational safety and health.

Our Product Quality and Safety Policy is communicated to be understood and applied within the organization and available to all relevant stakeholders.

Belgrade, December 2023.

