

## QUALITY POLICY

LENTISMED d.o.o. assumes the obligation to provide services and products in compliance with the corresponding internal, national, and international standards and regulations related to quality, in defined scope:

DESIGN, DEVELOPMENT, MANUFACTURE AND DISTRIBUTION OF STERILE INTERMITTENT URINARY CATHETERS AND STOMA BAGS INCLUDING STOMA SUPPORTING PRODUCTS AND DISTRIBUTION OF WOUND CARE for ISO 9001:2015

MANAGEMENT OF DESIGN, DEVELOPMENT AND MANUFACTURE, PLACING ON THE MARKET AND DISTRIBUTION OF STERILE INTERMITTENT URINARY CATHETERS AND STOMA BAGS INCLUDING STOMA SUPPORTING PRODUCTS for ISO 13485:2016

We always strive to exceed our users' expectations by unreservedly investing in the quality of our products, and their safety of use. Therefore, we are committed to continuously maintaining and improving the efficiency of our quality management system and delivering excellence to our users through our products, processes, services, and relationships. We are aligned with all applicable legal and other requirements.

This commitment is the basis for our further successful growth and is deeply embedded in our business values. The quality and safety of our products is of utmost importance in everything we do and, in this respect, we leave no room for compromise.

It is important that all our customers and partners know that our management system ensures product quality and safety during the procurement, storage and distribution of products to customers. We ensure product safety through a range of control activities directed at risk management across all chain links from suppliers to consumers.

LENTISMED d.o.o. maintains a management system that determines and permanently improves the quality of services and products. With the goal of continuous improvement we will develop new technical and technological solutions, and upon their adoption, we will treat them as new standard solutions.

An important task of all employees of LENTISMED d.o.o. is the realization of quality goals, with each employee contributing to the quality of our services and products. The company is committed to ensuring the availability of the necessary information and necessary resources to achieve the goals.

The focus of all activities is on the elimination of non-compliances that occur in processes, prioritizing risk assessments and constant control of all work activities.

When choosing our suppliers, we determine the quality requirements, while constantly checking our suppliers' compliance with those requirements.

The evaluation of the management system will be carried out at least once a year, and planned internal controls will serve as a basis for corrective and preventive measures, as well as risk and opportunity assessment in the further development of the quality management system for the next period.

A periodic verification of the quality policy will ensure its permanent adequacy.

This quality policy is available to all interested parties and communicated with all those working for and on behalf of LENTISMED d.o.o.

Zagreb, March 5<sup>th</sup> 2026.

Managing director  
Zlatan Žmirak