

NOVA Quality objectives and policy

Customer communication

We proactively inform customers of any changes to committed delivery dates to maintain transparency and support accurate planning.

Technical expertise

Our product managers maintain relevant scientific expertise and continuously update their product knowledge to deliver accurate and effective application solutions for customers.

Service capability & compliance

We service only instruments for which our engineers are trained by the manufacturer or for which mutually agreed service arrangements are in place. Our goal is to achieve full service capability for all instruments we sell, either through certified training or service agreements with manufacturers.

NOVA Environmental policy

NOVA Environmental policy formalizes our commitment to supporting the principles of environmental sustainability and recognizes that a sustainable environment is central to our lives and our work.

The aim of our Environmental Policy is to:

- implement environmental actions within the company;
- monitor the environmental actions and improvements internally;
- communicate environmental initiatives both internally and externally.

NOVA respects our relationship with the natural environment and its ecosystems. We acknowledge the adverse impacts that human activity can impose and take actions to prevent degradation of those natural systems.

NOVA commits to the following principles and practices:

- monitoring and managing our environmental performance and working towards targets set to reduce adverse impacts;
- complying with applicable environmental policy, practices, regulations and legislation, and industry-specific legislation;
- continually improving the environmental management system to enhance environmental performance;
- reducing the consumption of natural resources in daily operations, including water, paper and energy;
- minimizing pollution by taking steps to limit carbon emissions resulting from vehicle and air travel (whenever possible choosing transport partners who provide more sustainable options);

- reporting on the company's environmental performance in both internal and external communications, where relevant.

NOVA sustainability targets:

- create and sign Supplier Code of Conduct with our main suppliers;
- develop monitoring system of the energy usage in our supply chain (warehouse, transport);
- evaluate potential suppliers based on their environmental and ethical practices alongside cost and quality (request certifications such as ISO 14001);
- assess our carbon footprint in order to establish our GHG baseline and identify pathways to reducing emissions.

NOVA Sustainable Procurement Policy

NOVA Sustainable Procurement Policy outlines the principles and practices that we will follow to ensure that our purchasing decisions align with environmental sustainability, social responsibility and ethical standards.

Our main Sustainable Procurement principles:

Environmental Responsibility

We are choosing our main suppliers with lower environmental impact, including recyclable packaging, energy-efficient production and efforts to reduce carbon footprints.

Ethical Sourcing

We partner with suppliers who ensure fair labor practices, safe working conditions and compliance with relevant laws regarding human rights and employees safety.

Quality and Compliance

We are distributing products that meet industry standards to guarantee safety and compliance with regulatory requirements and customers needs.

Sustainable Procurement Guidelines

• Environmental impact:

- Prefer suppliers that use sustainable materials, have been minimizing packaging and avoiding excessive plastic packaging.
- Prefer products and suppliers that use energy-efficient manufacturing processes or renewable energy sources.
- Prioritize suppliers with initiatives to reduce, reuse, or recycle packaging and minimize waste during production.
- Avoid distributing products made from harmful or non-recyclable materials.
- Choose products that are designed to last longer, reducing the need for frequent replacements, which helps conserve resources.

- Ensure products can be safely and responsibly disposed of, ideally through recycling or reusing components at the end of their life cycle.
- Select suppliers who conserve water, energy and raw materials in their production processes.

- **Ethical practices:**

- Suppliers must comply with fair labor standards, avoid child or forced labor and maintain safe working conditions.
- Evaluate potential suppliers based on their environmental and ethical practices alongside cost and quality.

- **Regulatory standards:**

- All distributed equipment and consumables must meet applicable regulatory requirements to ensure quality and safety.
- Recognized environmental certifications like ISO 14001 or other sustainability-related marks, which indicate responsible environmental practices.

NOVA regularly reviews supplier performance in terms of sustainable procurement and compliance in order to improve sustainability practices through better sourcing, collaboration and feedback with suppliers.