

It is the policy of BioToxLab to achieve and maintain the highest standard of quality in all aspects of its work. The overall objectives for the laboratory are outlined in this document and are evaluated annually during the Management Review process. The procedures necessary to carry out the Quality Policies are documented in the different Quality Manual sections.

The Management of BioToxLab is committed to provide high quality and timely aquatic toxicity tests of water, soils/sediments, leachates, products and other samples. The purpose of BioToxLab's quality system is to:

- Ensure the requirements of ISO/IEC 17025 are met for all testing activities for which SANAS accreditation is held.
- Ensure that we consistently meet the requirements of ISO/IEC 17025, regulatory authorities and that the expectations of our clients are fully understood and met.
- Ensure that the test methods selected are up to date and fully validated/verified as fit for purpose and to ensure the accuracy and reliability of our test results.

The policy is achieved through:

- a) Ensuring continued development, implementation, maintenance, and review of the Quality System and to continually seek improvements in the effectiveness of the Quality System;
- b) Reporting results accurately and unambiguously in a timely manner;
- c) Seeking improvements in the service provided to clients;
- d) Meet client's requirements in terms of turn-around time, sample administration and reliability of service and reporting;
- e) Ensuring tests are performed by suitably trained and competent staff and to provide opportunities for staff to extend their knowledge and gain relevant qualifications;
- f) Ensuring equipment used is fit for purpose, properly maintained, and calibrated and where possible, measurements are traceable to recognized standards;
- g) Ensuring full traceability throughout the sample handling process and to ensure sample handling procedures and environmental conditions do not affect the results; to look for improvements in our procedures and facilities to improve organization and workflow;
- h) Using internal audits and other internal checks to ensure the quality system continues to comply with requirements; ensure problems are investigated promptly, the root cause established, and effective action taken to prevent recurrence;
- i) Seeking to improve communication (internal and with clients) to ensure information is made available as rapidly as possible to those who need it;
- j) Evaluation and monitoring of external services to ensure quality standards are maintained in line with BioToxLab expectations;
- k) Ensuring that laboratory activities are undertaken impartially and risks to impartiality are identified and minimized – refer to the BioToxLab Risk & Impartiality Quality Policy Statement;
- l) Continually assess risks and opportunities in relation to laboratory activities (including impartiality) on an organizational as well as project-specific basis, to give assurance that the management system is achieving its intended results;
- m) Ensuring that conflict of interest and objectivity are addressed further through training sessions and contractually binding agreements to ensure that all activities undertaken throughout the analysis process are conducted in an independent and impartial manner;
- n) Being committed to confidentiality by addressing it in agreements and contracts;
- o) Personnel of the Laboratory familiarizing themselves with the QMS and related documentation and being committed to the implementation thereof – they are also provided with training and all the tools needed to perform good quality laboratory work;
- p) Maintenance and improvement of a rigorous Quality Control Program;
- q) Participation in accredited Proficiency Testing Schemes and other interlaboratory comparisons.

Directors:

Dr. Pieter Kotze

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