


| CLINTY LABORATORIES   | UNCONTROLLED IF PRINTED |            | LMS POLICY                       |                 |
|---|-------------------------|------------|----------------------------------|-----------------|
|  | VERSION                 | 2          | <b>Laboratory Quality Policy</b> | <b>CLSP 201</b> |
|   | DATE                    | 28/03/2022 |                                  |                 |
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Our vision is to exceed customer expectations for quality, cost, delivery and value in the delivery of laboratory testing services. This Laboratory Quality Policy sets out how we will achieve our vision and deliver on our ultimate goal of customer satisfaction.

Clinty Laboratories Ltd management is committed to:

- providing high quality testing services for our customers and exceeding their expectations;
- supporting this through the implementation of a Laboratory Quality Management System (LQMS);
- continually improving the effectiveness of the LQMS;
- good professional practice;
- compliance with all statutory, regulatory and customer requirements;
- compliance with the ISO/IEC 17025 standard;
- continual identification of risks to its impartiality and taking appropriate action to mitigate them.

Our laboratory quality goals and objectives will be achieved through:

- all personnel involved with testing activities within the laboratory familiarizing themselves with our LQMS documentation and implementing all policies and procedures in their work;
- ongoing competency evaluation and employee training to ensure consistent operations;
- development, update and validation of test methods;
- careful selection of suppliers and external services;
- making continuous improvement a part of every day and every job;
- ensuring that our policy and documented information reflect what we do.

The framework for setting laboratory quality objectives is defined in the Laboratory Quality Manual.

The Laboratory Manager is responsible for communicating the Laboratory Quality Policy to all persons working for or on behalf of the organization and making it available to the public (on request).

Brian McMillen

Date of last review 28/03/2022