

## MediNect Bioservices Ltd Quality Policy – May 2024

At MediNect Bioservices Ltd, we are unwavering in our commitment to delivering unparalleled services that not only meet but exceed our customers' expectations. Our dedication to quality is ingrained in every aspect of our operations, ensuring that we uphold the highest standards in the industry.

### Our Commitments:

#### 1. Customer Focus:

- We prioritise understanding and anticipating the needs of our customers.
- We strive to provide solutions that enhance customer satisfaction and trust in our services.

#### 2. Continuous Improvement:

- We are dedicated to the ongoing evaluation and enhancement of our processes, products, and services.
- Through innovation and a commitment to excellence, we continually seek ways to improve and optimise our operations.

#### 3. Employee Engagement:

- We believe in empowering our employees to take ownership of quality improvements.
- Our team is encouraged and supported to contribute ideas and initiatives that drive quality enhancements.

#### 4. Compliance:

- We adhere strictly to all relevant regulations and standards, ensuring our services meet the highest ethical and professional benchmarks.
- Our quality management system is designed to ensure compliance with industry norms, safeguarding the trust our stakeholders place in us.

### Quality Vision:

**For Our Customers:** Quality means reliability and consistency in meeting their specifications and requirements. Our products and services are designed to deliver outstanding performance and value.

**For Our Employees:** Quality represents a personal commitment to excellence. We ensure our work is error-free and meets customer needs from design through to delivery.

**For Regulatory Authorities:** Quality signifies adherence to the highest ethical standards and compliance with all applicable regulatory requirements.

For Our Company: Quality drives our culture of continuous improvement, supported by practical process improvements and a robust quality management system.

**This policy is communicated to all employees and stakeholders and is reviewed regularly to ensure its relevance, effectiveness, and alignment with our mission to enable a healthier, cleaner, and safer world.**