

## QUALITY POLICY

Steribar Systems Ltd. and 2DSurgical Ltd. (Steribar Systems Ltd. incorporating 2DSurgical Ltd.) aim to provide high performance, specialist 2D data matrix barcode readers to the bioscience, pharmaceutical and healthcare industries. The readers are specially designed for sample storage tracking and the tracking of individual surgical instruments through hospitals and sterilising units. The companies are world's leading manufacturers of 2D data matrix readers for use in specialist applications on multiple or challenging codes.

To achieve this aim, the organisation maintains an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the Directors of Steribar Systems incorporating 2DSurgical Ltd are committed to the following:

- Establishing measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and addressing risks and opportunities associated with them.
- Ensuring quality objectives help the organisation to achieve customer requirements by:
  - Maintaining and developing good working procedures in all areas in order to ensure high levels of efficiency and quality at all times.
  - Providing customers with excellent service and attention. Responding promptly to all requests and enquiries and ensuring prompt delivery of goods. We monitor customer satisfaction and record customers comments, both positive and negative; these are fed back at Management Reviews.
  - Developing and maintaining good relationships with suppliers.
  - Continual improvement of existing products based on customer requirements and using the latest technology.
  - Developing new products at the request of customers, in order to increase the functionality and extend the scope of the product range.
- Monitoring and measuring the effectiveness of business processes and objectives through management reviews and the internal audit process.
- Proactively seeking feedback from customers on how well products meet their requirements and set objectives for continual improvement.
- Analysing the causes of any complaint or problem and taking appropriate action to prevent recurrence.
- Selecting and working closely with suppliers to enable the organisation to create and deliver reliable performance.
- Recruiting employees who are customer-focused and supporting them with appropriate training and systems to ensure their competence always meets the organisation's requirements.

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- Providing a work environment and culture that promotes the wellbeing of its employees and encourages positive teamwork.
- Encouraging all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes.
- Ensuring that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Ensuring that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and is supported by all employees as an integral part of their daily work.

Signed on behalf of Board of Directors:

Liz Clynes

Position: Financial Director

Date: 17/06/24