Fluid®

QUALITY POLICY

Fluid is committed to the delivery of safe and effective products to customers. This is a fundamental element of our company's purpose and Mission.

To meet this commitment, Fluid fosters a quality-focused, high-integrity culture to ensure the highest priority is placed on the safety, efficacy and reliability of our products, the safety of those who use our products, the quality of scientific evidence supporting our regulatory submissions, and interactions with our stakeholders.

Fluid leaders are committed to continuously improving our culture by ensuring fit-for-purpose systems and procedures are in place to drive the behaviours and decisions that are best for product quality, employee and customer safety, and that protect our reputation and business.

Every Fluid employee is accountable for product quality and safety and our commitment to quality ensures:

- We conduct our business and manage our facilities and equipment in compliance with applicable quality regulations, codes, and standards;

- Our quality management practices ensure all of our products consistently meet their individual specifications and that if those specifications change, every change is approved by our quality assurance experts;

- We have regular, independent third-party reviews of our facilities, processes, procedures, and product to ensure we meet or exceed customer, stakeholder, and regulatory expectations;

- Our leaders are accountable for sanitation, health and hygiene programs, quality assurance practices and other operational controls and procedures that support or directly impact product quality and safety;

- We have procedures in place to pre-approve and/or audit third parties and contractors who are undertaking activities on our behalf;

- Our employees and leaders have the education, training, skills, and experience for their roles and carry out their work in accordance with applicable regulations and company policies and procedures; and

- Our records, documentation and scientific data that support or directly affect product quality and customer safety are secured in a leading Enterprise Quality Management System and are managed in accordance with all applicable regulations.