

Sibelius Quality Policy

Sibelius's management ensures that Sibelius's Quality Policy is documented and implemented and that it:

- Is appropriate to the purpose of Sibelius's activities and includes commitments to:
 - Comply with the requirements of all applicable standards and regulations
 - Maintain and continually improve the effectiveness of the QMS
- Provides a framework for establishing and reviewing quality objectives per the Management Review procedure
- Is communicated and understood within the organisation via the Training & Human Resources procedure, and by communication to all personnel
- Is reviewed and updated as necessary for continuing suitability per the Management Review procedure

The Quality Policy of Sibelius Ltd is as follows:

It is the policy of Sibelius to:

- Insist on delivering the highest quality in our services;
- Provide the resources and environment to do so;
- Comply with the requirements of all applicable standards and regulations;
- Enquire about what we do, and how we do it, to identify how the quality of our work and actions can be further improved.

As a company, we are committed to the following policies for the key elements of our business

A) Customers

- Responding to customers and meeting and supplying their agreed requirements promptly, efficiently and pleasantly
- Ensuring we understand customer requirements and experience with our services, and responding to this through active analysis and appraisal of services and practices.

(B) Services

- Ensuring our services meet or exceed the specifications, commitments and guarantees that we give for them
- Continually re-appraising experiments to increase accuracy, rapidity, reliability, sensitivity and specificity of our services
- Making available the necessary staff, material, and infrastructure resources to ensure that the highest standards in assays design and development can be met.

(C) Staff

- Providing our staff with the level and quality of resource, support and working environment to enable them to fulfil their tasks
- Building staff competence and commitment to the company and its customers through giving responsibility and training.

(D) Quality Management System

- Implementing, complying with, maintaining the effectiveness, and continually seeking to improve our Quality Management System.

Sibelius's commitment to achieving this policy is demonstrated through staff training with emphasis on the individual's responsibility for quality and maintenance of the Quality Management System.