



QUALITY POLICY

At EKI, we are dedicated to delivering chemical products of the highest quality to our customers. Our commitment to quality is unwavering, and we strive to continually improve our products and processes to meet and exceed customer expectations. We produce a comprehensive range of manufactured and packaged chemicals catering to the diverse needs of the clinical, industrial and laboratory markets.

Our Quality Policy is defined and strongly driven by the following management principles and behaviors:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Achieve our commitments for quality, cost, and delivery.
- Provide consistent quality, from small-batch to large-scale production levels.
- Dedicated to providing unparalleled support to each customer, attending to their needs on an individual basis.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback.
- All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required.
- Compliance with all applicable laws, regulations, and industry standards related to chemical manufacturing ensuring the safety of our employees, the community, and the environment.
- Ensure the safety and efficacy of our products by using our robust quality framework, closely monitoring our process indicators and subsequent Quality Assurance testing.

EK Industries strives to be the best provider of high-quality chemicals, reagents, and support in our industries. Through the use of these guiding principles, everyone at EK Industries is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction, 100% of the time.