QUALITY POLICY

MISSION
To supply fine chemicals to a range of market sectors including the medical diagnostic industry, kilo scale synthesis laboratories and distributors of high-purity industrial and reagent chemicals.

VISION
To grow our business, globally, by continuing to be a dependable supplier of fine chemicals providing good customer service.

VALUES
Our core values are to implement, maintain and continually improve our quality system according to the requirements of ISO 9001 including:

• **Satisfaction:** Meeting or exceeding customer requirements.
• **Responsibility:** Compliance with all legal requirements and the highest moral and ethical standards.
• **Excellence:** Commitment to continuous improvement.
• **Safety:** Ensuring that products are packed, labeled and shipped strictly in accordance with the regulations.
• **Communication:** Systematic gathering and monitoring of customer feedback.
• **Personnel:** Maintain a comfortable and safe working environment for employees and provide them with training necessary for the performance of their roles and for their own personal development. To encourage and consider staff feedback and comments and to generally treat company employees compassionately and sensitively.
• **Traceability:** Tracking deliveries by batch in our system, from the manufacturer to the final destination.

This Policy will be reviewed periodically and in order to achieve the goals of our Quality Policy, quality-related objectives will be set for each department, and the state of their implementation will be monitored.

Lenny Loeb
Managing Director

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