



Quality Policy Statement

Sepal's commitment to best practice ensures the highest standards in design, manufacture, quality control and customer service.

The Sepal Quality Management System has been constructed to ensure that our products are designed and manufactured to consistently meet specific needs of our customers. Sepal fosters a culture whereby all employees are encouraged to strive for excellence and for continual work improvement.

Sepal's products are supplied to conform to a variety of international standards and other legal requirements as applicable. Sepal's internal commitment to product quality goes beyond adherence to internationally recognized standards and extends into the attitude of our team of staff and dedicated quality team. All staff are always mindful that the Sepal products are often used in critical health care applications.

Sepal is committed to achieving customer satisfaction through product defect prevention and excellent customer care. Relevant, attainable, and current objectives will be communicated to staff and progress against them measured and reported.

Sepal's Quality Policy embraces the following key principles;

- Stringent assurance of product quality
- Prompt delivery, accurate information provision and thorough follow-up on queries and complaints
- Continual measurement and improvement of our performance
- Ensuring that all employees are fully competent and aware of customer requirements
- Increasing our control over production through vertical integration
- Compliance with ISO 9001:2015 and HACCP quality management systems

Mark Turner & Toby Hartley, Directors
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