

# Fluid<sup>®</sup>

## QUALITY PROGRAM

At Fluid, every employee is accountable for product quality and safety. Leaders model the behaviours necessary to foster a quality-focused culture and, collectively, Fluid employees' beliefs and behaviours enable us to deliver safe and reliable products. Our Quality Program encompasses four main pillars: place (where we manufacture), people (who we are), process (how we operate) and product (what we produce).

### PROCESS

At Fluid, our Quality Policy details our commitment to work processes and procedures that ensure our products are manufactured, packaged, labelled and stored in a quality-controlled environment. In order to meet this pledge, we have sanitation and hygiene programs in place, follow strict material and process controls in our facilities and have an inspection program in place for contractors. To ensure we consistently manage our business to the highest standards, our:

- ✓ Manufacturing workflow and processes ensure each batch of product is prepared according to specifications, is traceable in the unlikely event of a recall, and that label controls are in place to ensure each batch is labelled correctly
- ✓ Operational procedures specify protocols for raw materials, in-process materials and packaging, ensuring that accountability is assigned for each step in the manufacturing process starting with transportation and receiving and extending through to testing, quality assurance, rejection and disposal
- ✓ Sanitation program extends beyond basic cleaning procedures and schedules to include facility workflow, mechanisms to visually identify and segregate sanitized equipment, and protocols for the destruction and disposal of waste materials and debris
- ✓ Employees understand and adhere to our health and hygiene program, thus ensuring raw materials, packaging, and the full cycle of our product manufacturing protects products against contamination

### PEOPLE

At Fluid, our Quality Policy details our commitment to quality and safety. One aspect of fulfilling this promise is the engagement of leaders in developing and implementing procedures and programs that enable product quality and safety. A second aspect of our pledge to quality and safety, is a combination of recruiting strategies and training programs that ensure all employees and leaders have the right mix of education, competencies, skills and experience to create, manufacture and deliver high quality products. To ensure we consistently manage our business to the highest standards, we:

- ✓ Carefully screen and select employees who bring the right mix of education, experience, competencies, certifications and training to their assigned role
- ✓ Hold leaders and employees accountable for completing initial and recurrent training or certifications, and for providing proof of completion for their training record
- ✓ Have dedicated Quality Assurance and Quality Control employees who ensure product quality and safety and handle product complaints
- ✓ Are trained in all procedures associated with sanitation, quarantine areas and manufacturing workflow

### PRODUCT

At Fluid, our Quality Policy details our commitment to manufacture high quality products that consistently meet specifications, are effective and are safe. In order to meet our product quality commitment, each product has detailed specifications, is tested according to those specifications, and is stability tested and labelled with a batch number and expiration date. In addition, samples of each batch are retained, and detailed records are stored in an Enterprise Quality Management System. To ensure we consistently manage our business to the highest standards, we:

- ✓ Manufacture our products according to approved product specifications in a quality-controlled environment, have stability tested our products to ensure they comply with their original specifications when stored according to package instructions, and have established procedures for recalls and recall reporting
- ✓ Retain samples from each batch manufactured, store them in their final packaging in an environment that mimics recommended storage conditions, and can provide them to the appropriate regulatory body in the event of a quality concern or recall
- ✓ Have an organisational structure designed to support quality control and assurance, including segregation of duties or roles, and have assigned accountabilities to ensure procedural integrity, sanitation protocols and recall reporting
- ✓ Store, manage and archive master data pertaining to products, manufacturing, testing, procedures, and supporting quality programs in a secure Enterprise Quality Management System

### PLACE

At Fluid, our Quality Policy details our commitment to comply with the regulations, codes, or standards applicable to our business and we endeavour to obtain and maintain all applicable certifications. To back up this pledge, independent third-parties audit our facilities and procedures to ensure we meet or exceed the expectations of all of our stakeholders. To ensure we consistently manage our business to the highest standards, our facilities:

- ✓ Are designed to permit cleanliness and efficiency while preventing contamination
- ✓ Are managed by qualified personnel, trained to the highest standards of quality management
- ✓ Are maintained to the highest standards with detailed standard operating procedures in place for sanitization; equipment operations, calibration, maintenance and cleaning
- ✓ Are configured to preserve the integrity of raw materials and final products