

QUALITY POLICY

Polyplus-Transfection®'s Quality Management System has structured the organization of the company since its foundation. Hence, the Quality Policy is adapted to the company's framework and supports the global strategy. The Quality Policy is built on three pillars: Product and service development, Resources Management and Continuous improvement. Each pillar gathers specific engagements that provide the necessary framework for each process to attain their objectives.

Our **Product and service development** strategy is defined by the following engagements:

- + Respond to customer needs, notably by continuous product innovation
- + Satisfy customers to secure their loyalty
- + Take into account the needs, expectations and impact of relevant stakeholders
- + Consolidate the company's image and its products in terms of quality and reliability

Our **Resources management** is framed by the below engagements:

- + Preserve the whole value chain of the company by effective monitoring of all stakeholders (distributors, suppliers, subcontractors, transporters, etc.)
- + Organise and secure our equipment and premises for our employees and external providers
- + Guarantee an efficient knowledge and skill development management
- + Ensure the profitability and durability of the company

Our Quality management system is in **continuous improvement** particularly via the following engagements:

- + Control the quality of manufactured products and provided services
- + Improve continuously the organization by mastering deviations, changes, risks and opportunities
- + Continuously ensure the process management and the achievement of its objectives

With this Policy, Polyplus-transfection® is committed to satisfy applicable legal and regulatory requirements and employees' awareness. In order to enforce our Policy and quality engagements, they are communicated to all employees and to the company's stakeholders.

Illkirch, March 14th 2019

Chief Executive Officer
Karsten WILKING



Director of Quality & Compliance
Claire WARTEL

