



Quality Policy / QMS Statement

Quality Policy / Statement:

Quadra is committed to providing quality products and services. We will endeavor to deliver competitive products and services that meet or exceed our customers' needs and expectations on time, all the time and always to the customers satisfaction. Following applicable laws and regulations is an integral part of our programs.

We foster a culture of creativity, problem solving, progressive improvement, and proactive measures through ownership and accountability that empowers our employees to contribute to the success of our company. It is this culture of innovation and accountability that helps ensure our quality management system is continuously improving and providing our customers with world class service and results.

Company Description:

Quadra is a multi-site operation with Blending, repacking, storage, and distribution capabilities in the chemical and food industry. Our entire operations shall always be conducted in a manner that takes the following into consideration:

- Environment, health, and safety
- Ingredient safety
- Adherence to applicable laws and regulations
- Adopting various certifications/programs that add value.
- Continuous Improvements

Quality Objectives:

Achieve and maintain highest service level:

- Quality Council forum discussions achieved by reviewing performance monitoring stats and formally recording. Assessment of improvement opportunities to achieve this objective.

Components to maintain highest service level:

- Needs and expectations may be in the areas of service, quality, price, special requirements.
- Preventive actions and controls to meet our customer needs.
- Open communication with our partners to communicate our expectations, measure service components and assess improve opportunities.
- Continuous review of the quality system to determine its effectiveness and identify opportunities for improvement, tools, process, training requirements.
 - Compliance to Ingredient safety practices
 - Continuous training and development of all employees

Quality Systems/Standards:

Various programs and procedures are in place to meet quality objectives, including but not limited to the following:



Various Certifications including:

- ISO Certification (Quality, excluding R&D)
- Responsible Distribution Code of Practice (Environment, Health & Safety)
- Certificate of Recognition (COR) (Alberta only)
- Good Distribution Practices (Food and Pharma Ingredient Safety)
- DEL/GMP for Drug Establishment license and good Manufacturing Practices for active pharmaceutical ingredients (APIs)
- Gluten Free Certification
- BRCGS (Brand Recognition compliance Global Standard)
- Partners in Protection (PIP) membership (Food Safety)
- FDA and CFIA registrations and licenses
- Organic certified (CCOF Program)

Quality Management Systems Standards and Procedures (Scope)

- Complaint Systems – Corrective Action Preventive Action (CAPA), Deviations
- Change Management
- Risk Management
- Management reviews
- HACCP Program (Food Safety)
- Recall Management (with all controls as listed in this statement)
- Product Traceability Exercises
- Quality release program (COA review against Specs)
- Supplier Qualification Programs
- Internal / external audit program
- GMP best practices and standards (HC and FDA)
- Monitoring of regulatory and industry changes

| Signed / Acknowledged By: | Signature | Date |
|---------------------------|-------------------------------------------------------------------------------------|-----------------|
| Glenda Meyer, QA Manager |  | August 12, 2024 |