



Phlux Quality Policy Statement

Dear Fellow Colleagues,

Our policy is not only a story of who we are and what we do, but an expression of the passion we bring to work, to succeed. We are all here because we have exhibited a talent and interest in working with Noiseless APD technology to develop and mass-produce world-class infrared-detecting solutions for our customers.

To gain and sustain competitive advantage in our technology business, we must achieve quality through the systematic removal of technology, product, supply chain, and market uncertainty. Of the factors we can influence and control, achieving leading quality in a predictable, reliable, competitive and sustainable manner is our operating mission in everything we do. We will relentlessly strive for the following traits, as they are a predictor of success when other external and internal factors are dynamic. We will achieve these traits through collaboration and leadership at all levels:

- Understanding the opportunities that our technology and business model present in the marketplace
- Recognising the internal and external factors that could lead to positive or negative situations, and how we uncover, assess, and address uncertainty and risk to effectively address known and unknown factors;
- Taking a process-based approach to both unique and recurring tasks and problems whether they are simple or complex in nature
- Using data and evidence to make decisions
- Focusing our decisions, resources, and efforts on sustainable customer satisfaction
- Fostering and maintaining a culture of continuous improvement
- Engaging our fellow colleagues at all levels of the company to achieve our respective goals in a fulfilling work environment
- Managing and growing key relationships to capitalise on opportunities and grow our business while reducing risk

We are committed to achieving accredited ISO 9001 certification through co-operation, motivation and effective collaboration with all our interested parties. This will ensure consistency of approach, continual improvement, and confidence/trust in our processes to deliver products and services to requirements.

Quality objectives (OKRs) will be set to support this policy, and the organization's changing context. These will be reviewed at top management's business update meetings.

We are committed to enhancing customer satisfaction through the effective application of our Quality Management System, and with it a socially responsible attitude to the manufacture of all our products and services.

Ben White,

Your Phlux Teammate, CEO