



Quality Policy

Delivering and Enabling Quality

OUR PROMISE

Twist Bioscience is powering the synthetic biology revolution. In building a new economy fueled by biology, we are committed to delivering high quality products with game-changing cost, speed and throughput. This approach enables development of disruptive technologies that accelerate research and discovery for applications that promote health and sustainability.

OUR COMMITMENT TO QUALITY IS A COMMITMENT TO YOUR SUCCESS

Implicit in our Quality Policy is the commitment to customer satisfaction. It is a priority to meet and to continuously improve the effectiveness of our quality management systems. To this end, Twist has implemented the following process:

- Twist seeks to establish quality objectives for each product and end-to-end manufacturing process. These objectives are centered around improving product quality, reducing turn-around time and providing high quality customer support.
- Data trending is analyzed and monitored by Twist Bioscience for continuous improvement of our quality management systems.
- Twist Bioscience reviews the trend analysis to ensure that appropriate actions are taken in furtherance of the Quality Policy, established specifications, and customer expectations

This Quality Policy is the embodiment of our commitment to providing you, our customer, with high quality products and services. This commitment is an integral component of our culture and the values we uphold as an organization:

TRUST

*Vigilant Stewardship –
Transparent Interactions*

- Provide products designed and intended for public benefit
- Protect the well-being of people and our planet
- Demonstrate integrity and ethical behavior
- Interact in an accountable, respectful and transparent manner

SERVICE

*Always Ask – What Can I
Do For You?*

- Listen, hear and dialogue empathetically
- Relentlessly focus on internal and external customer needs
- Communicate to deliver outstanding service
- Build mutually beneficial, long-lasting relationships

IMPACT

*Bold Ideas – Daily
Incremental Contributions*

- Skillfully deliver on ambitious goals and stay humble
- Collaborate and share knowledge to create value
- Diligently improve quality, velocity and cost
- Voice your ideas, commit the time, find new ways

GRIT

*Passionate Drive –
Fierce Determination*

- Always strive for excellence and persevere
- Adapt resiliently and learn from each attempt
- Drive strategic and sustainable outcomes
- Take ego-less ownership and focus on resolution

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