

QUALITY and ENVIRONMENTAL POLICY

It is the policy of the organisation to maintain the highest level of customer satisfaction through the total understanding of customer needs, the provision of products and services that meet such needs and the continuous improvement of internal business processes to meet our stakeholders present and future aspirations regarding quality and environmental issues.

Integral to this policy is our continued compliance with the following standards:

1. EN ISO13485:2016, and ISO13485 :2016
2. Relevant sections of the Medical Devices Directive 93/42/EEC (as amended), REGULATION (EU) 2017/745, MDR (as amended) and Medical Devices UK - Medical Devices Regulations 2002 (as amended).
3. The Soil Association Standards for organic health and beauty care products

A policy for quality and the environment conforming to the requirements of EN ISO13485:2016 and ISO13485:2016 has been established to ensure that it:-

- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of all other interested parties
- Includes a commitment to meeting legal and other requirements, to continuous improvement and prevention of pollution
- Has the resources and skills necessary to deliver the requirements, including the contribution of suppliers and partners where appropriate
- Provides a framework for establishing and reviewing quality and environmental objectives and targets
- Demonstrates senior management commitment and ensures the quality and environmental objectives and targets are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness to deliver continuous improvement and client satisfaction.

A key element of our policy is to monitor performance while highlighting areas of our business process requiring corrective action. To achieve this, the business operates a Client Service Index, which accurately measures the outputs of our quality system for each major customer, and also as a general index. Together with other key measures across the site, including quality and environmental KPI's, the business is now able to develop appropriate improvement plans, identify training needs of our employees, and benchmark our performance against market and other requirements.

The management team is ultimately responsible for development of the site wide strategy, making balanced judgements, assessing the significance of variations in this sphere and taking appropriate actions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality & environmental assurance is important to their future, know how they can assist in the achievement of adequate quality & environmental performance and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality and environmental management system and no deviation from the methods and procedures set down shall be permitted.

Name	Title	Signature	Date
Adrian Sutton	Managing Director		22. Aug 2023
Anthony Bateson	Operations Manager		23. Aug 2023
Wayne Fletcher	Finance Manager		23. Aug 2023
Desiree Henderson	Quality Manager		22. Aug 2023
Trisha Nelhams-Fielding	Commercial Manager		22. Aug 2023
Loraine Argyle	Regulatory Manager		22. Aug 2023
Agnieszka Leadbetter	HR Manager		22. Aug 2023