

ADM-PO-01 SHEQ Policy

Process owner: Richard McGleenan

Rev 24

31 Mar 2022

Objective: To provide products and services that guarantee total satisfaction. Our continuing success relies on our ability to supply products and services of the highest possible standard whilst minimising our impact on the environment.

Scope: The design, manufacture, purchase, service, supply and distribution of medical devices, health and leisure products, and associated accessories at site across the UK.

The Company aims are to:

- ✓ Enhance the quality of life of the people who need and use our products and services.
- ✓ The Financial Objectives of the business are: Revenue growth of 4%, Gross Margin growth of 11%, EBITDA growth of 7% and to maximise positive cash flow.

We will aim to achieve this by:

- Optimisation of the Sales Operation to provide focus and accountability within each channel.
- Refining our approach to supporting the customer through investment in Internally based sales staff and working more collaboratively with all support functions to provide a better, more proactive service to the customer.
- Investing in Field based sales to focus the customer on areas of differentiation within our product range and support services whilst increasing our spread of sales across the product range
- Identifying all areas of cost inflation and either mitigating this through improved efficiency, improved sourcing or passing on by way of price.
- Investing our resources in areas of higher margin and growth potential.
- Identifying all areas of price/margin leakages within the business and working together to reduce occurrences, thereby delivering a margin and customer experience improvement.
- Reviewing the existing product range with a view to significant rationalisation of low volume / lower margin SKU's and creating a narrower, more focused product portfolio.
- Optimising our overhead structure to be able to support our business requirements with maximum efficiency
- Conserving all costs and protecting every £ pound
- ✓ Provide quality products and services that exceed customers' expectations along with unparalleled customer service with efficient order processing and prompt delivery to customers.
- ✓ Encourage and develop commitment to achieve total customer satisfaction.
- ✓ Ensure resources are made available to maintain the management systems within the Company

- ✓ Set organisational objectives and targets, to monitor and measure related performances.
- ✓ Meet the requirements of, maintain the effectiveness of, and maintain independent certifications and registrations for the worldwide standards BS EN ISO 9001 and BS EN ISO 13485 for quality management, BS EN ISO14001 for environmental management and SA8000:2014 Social Accountability management.
- ✓ Conduct business ethically giving due regard to our corporate social responsibility, environmental protection, occupational health and safety, privacy, equality and individual rights.
- ✓ Meet the requirements of the Medicines and Healthcare products Regulatory Agency (MHRA) and other applicable competent authorities, plus all applicable European directives, UK regulations for product, environment, health and safety, and other requirements relating to our business operations.
- ✓ Continually maintain and improve the company Management Systems Manual, products, services and activities of every employee.
- ✓ Minimise health and safety risks and environmental impacts.
- ✓ Provide appropriate training to all employees, and where needed, interested parties.
- ✓ Provide a safe and healthy working environment for all employees and visitors.
- ✓ Conduct activities in a responsible manner giving due regard for the environment.
- ✓ Reduce the quantity of materials needed within products by pushing our suppliers for cleaner design and design for disassembly.
- ✓ Recycle and reuse products and components, whenever possible.
- ✓ Minimise wastes and segregate waste streams for recycling and to reduce waste to landfill.
- ✓ Prevent pollution by controlling and continual improving processes that may impact on the environment.
- ✓ Continually improve our fleet management by promoting and encouraging smarter driving to improve fuel efficiency and reduce usage.

All UK employees have a responsibility to understand, support and adhere to this SHEQ Policy and the management systems of the Company. Copies of our registration certificates, the Management Systems Manual, company policies and process are all publicly available on request. Employees can view them on 'The Wire'.

Richard McGleenan
Managing Director

Related document	ADM-MA-01 Management Systems Manual. ADM-PR-01 Management review. Audit reports.
Resource requirements	Computer hardware and software. Networked access. Reporting tools.
Competence measures	Personnel appraisals. Competence assessments.
Key performance indicators	Financial data. Customer feedback. Audit performance.

DOCUMENT AMENDMENT RECORD

Rev	Date	Details of update
24	31 Mar 22	Updated the financial objectives of the business
23	16 Apr 21	Updated the financial objectives of the business
22	14 Apr 20	Updated the financial objectives of the business
21	16 Aug 17	Re-written. Rebranded. Added business growth objective. Added note re 'The Wire'