

ADM-PO-01 SHEQ Policy

Process owner: Richard McGleenan

Rev 21

16 Aug 2017

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.
- ✓ Grow the business threefold in the next five years, our '3 x 5 Strategy' - 2016 to 2021, by the growth of our current business units and our very successful acquisition strategy
- ✓ Provide quality products and services that exceed customers' expectations.
- ✓ Provide unparalleled customer service with efficient order processing and prompt delivery to customers.
- ✓ Meet the requirements of the worldwide standards BS EN ISO 9001 and BS EN ISO 13485 for quality assurance, BS EN ISO14001 for environmental management and the Social Accountability International Standard SA8000:2014.
- ✓ Maintain our independent certifications and registrations for ISO9001, ISO14001 and SA8000.
- ✓ Ensure resources are made available to maintain the management systems within the Company
- ✓ Conduct business ethically giving due regard to our corporate social responsibility, environmental protection, occupational health and safety, privacy, equality and individual rights.
- ✓ Maintain the effectiveness of the company's integrated management systems.
- ✓ Meet the requirements of all applicable European directives, UK regulations for product, environment, health and safety, and other requirements relating to our business operations.
- ✓ Set organisational objectives and targets, to monitor and measure related performances.
- ✓ Continually maintain and improve the company Management Systems Manual, products, services and activities of every employee.
- ✓ Encourage and develop commitment to achieve total customer satisfaction.
- ✓ Minimise health and safety risks and environmental impacts.
- ✓ Provide appropriate training to all employees, and where needed, customers and product users.
- ✓ Provide a safe and healthy working environment for all employees.
- ✓ 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.

Everyone within the organisation has a responsibility to understand, support and adhere to this SHEQ Policy and the integrated 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 documents	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. Audit performance. Customer feedback.