



## QUALITY MANUAL

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### CliniMed & SecuriCare Quality Policy Statement

CliniMed is engaged in the business of storage and distribution of healthcare products to Hospitals and Wholesalers. SecuriCare is engaged in the business of dispensing medical devices against prescriptions direct to patients via a home delivery service.

The aim and objective of this policy is to confirm our commitment to meeting the quality standards required by our customers in the delivery and services that we provide.

The policy itself is the subject of continuous review for improvement opportunities to ensure the ongoing effectiveness of the quality management system.

- To facilitate this, the business has implemented a Quality System that conforms with the provisions of ISO13485:2016, Medical Device Regulations 2002 (SI 2002 No 618, as amended - UK MDR 2002), Medical Device Regulations (EU) (2017/745) and complies with EU GDP guidelines (2013/C 343/01) for CliniMed and for BS EN ISO 9001:2015 in the case of SecuriCare.
- The Quality System provides integrated management of all aspects of the business that are documented in Standard Operating Procedures (SOPs), quality records and documented information for all processes throughout the business to ensure:
  - The company regularly reviews the requirements of customers and feedback and where appropriate adopts continuous improvement initiatives.
  - The policy and processes continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance.
  - Responsibilities for quality are established by communicating those responsibilities to all employees.
  - The system is effectively implemented by undertaking relevant skills training and conducting appropriate and ongoing quality awareness training.

The storage and distribution of products is strictly controlled with respect to product security and hygiene, with warehousing areas providing environmental controls appropriate to the process employed.

Finally, this policy applies to all employees within the company and is our commitment to:

***“To provide specialist healthcare products and services which enable people to live their best life.”***

Signed: Ben Miles Date: 02-04-2024  
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**Ben Miles, Managing Director**