



Quality and Environmental Policy

Avensys UK Ltd aims to provide our customers with the confidence that our comprehensive equipment maintenance, repair, support, and disposal services are 100% reliable and committed to patient safety.

The Integrated Management Systems aim to retain **BS EN ISO 13485:2016**, **BS EN ISO 9001:2015**, and **BS EN ISO 14001:2015** certification and is committed to ensuring:

- Leadership and Management have a continuing commitment to communicate the Quality and Environmental Policy and objectives internally and externally, ensuring that customer needs and expectations are determined and fulfilled, ultimately achieving customer satisfaction to a 90% satisfaction rate. In addition, customer satisfaction may be measured every six months to review data on contract renewals.
- The review of quality objectives in measurable data: KPIs, business goals and reports on Internal Audit results, monitoring and measuring data towards continuous improvement and the effectiveness of the System. Ultimately, ensuring that improvement is driven from any identified nonconformity, risk, or opportunity, and by sharing and communicating the effectiveness of the Integrated Quality Management System companywide.
- Meeting environmental and operational legislation, regulatory requirements, and compliance obligations.
- Working towards best practice to protect the environment in the reduction of environmental impacts of our activities and policies.
- Establish, educate, communicate, and apply the Quality and Environmental Policy and its objectives across the company, leading people to contribute. We will ensure employees are aware of environmental legislation and operational procedures.
- Continuous monitoring of MHRA Device Alerts, informing our customers of any equipment risks. Reporting any serious equipment failures to the MHRA through our documented process and continuing to work in adherence to relevant statutory and regulatory requirements.
- Ensure a safe, clean working environment by supplying our employees a process to report any incidents or near-misses, in accordance with HSE legislation. All instances of RIDDOR will also be reported to the HSE via the HSE website www.hse.gov.uk/riddor/
- Ensure the availability of sustainable resources throughout the supply chain
- Year on year reductions in business costs by preventing pollution, reduce waste in processes and procedures, minimising consumption of resources supporting and meeting net zero emissions in line with NHS net zero by 2040.
- The availability of resources; placing emphasis on experience, expertise, competency, performance, medical device safety, quality, and efficiency.

The structure of this Integrated Quality Management System is defined in the Quality Manual.

Employees understand the requirements of this Quality and Environmental Policy, these are made available to all employees at induction and in refresher training, embedding a culture of awareness internally. This Quality and Environmental Policy is reviewed annually at Management Review, to ensure continuing suitability, effectiveness, and commitment to improvement. The Quality and Environmental policy is available to interested parties upon request.

The Company complies with all relevant statutory and regulatory requirements and constantly monitors its quality performance, implementing improvements as and when appropriate or necessitated by review or audit.

Endorsed by the CEO and Senior Management Team

Signed: CEO

Robert Strange

Date: 12/02/2025