

1st Call Mobility Quality Policy

1st Call Mobility implement solutions that care for people affected by reduced mobility. The services provided are supported by our sales, installations, service and rental operations which encompass a complete range of solutions for healthcare ergonomics within the following areas: Patient Handling, Bed and Room Solutions, Therapeutic Surfaces and Long Term Care.

With the extensive range of services and products available our objective is to meet or exceed our customer's expectations and support them through continuous improvement of our key processes. The primary functions are to ensure our products and services meet the highest standards of performance, reliability, safety, delivery and customer support.

Senior Management are actively involved in implementing the QMS and are accountable for its overall effectiveness, direction, improvement, resource requirements and sustainability. Management provides direction to the integration of the QMS requirements into each business process of the organization and is committed to promoting the use of the Process Approach and Risk-Based Thinking, as well as the engagement and motivation of our employees throughout our QMS.

From the analysis of business risks and performance reviews Senior Management will carry out strategical planning to enable the business to set and amend quality targets and objectives to meet or exceed the needs of interested parties

We are committed to:

- Excellence in solutions (products, systems and services)
- Delivering well-designed safe products, with high degree of clinical and ergonomic efficiency
- Being professional and presenting our solutions in an honest and ethical manner.
- Providing competent, responsive and efficient services, and reliable delivery performance.
- Compliance with regional, national and international regulations, requirements for products and management systems.
- Fostering a company-wide culture of quality where all contribute to achieving excellence.
- Creating awareness for all our employees of the requirements for customer focus in all their activities.
- Continuously improving our solutions by utilising customer feedback.
- The improvement of our processes based on the evaluation of data and information.
- Maintaining an effective quality management system.
- Continual improvements to the QMS and operational processes of the business.

This policy along with QMS information is available to all persons working for or on behalf of 1st Call Mobility and other interested parties, including government agencies, notified bodies, customers, suppliers and the public on request.

Signed:

Date: 30th April 2018



Stewart Edwards – General Manager