

## **PHARMExcel Quality Policy**

***Quality in everything we do is integral to all our working practices. It is critical to the success of our business and our long-term sustainability and profitability.***

### ***EMPLOYEES***

We value the contribution of every employee. We will always treat employees with dignity and respect and foster a positive and cooperative workplace in which everyone can learn and grow.

We will maintain a safe working environment complying with all statutory, regulatory, corporate and customer requirements.

### ***CUSTOMERS***

We depend on our customers, and we are committed to providing them with an efficient, high-quality service that always meets or exceeds their needs.

The level of quality is achieved through the adoption of a system of procedures that reflect the competence of the company to existing clients, potential clients, and regulatory authorities.

### ***LEADERSHIP***

The Company's Executive Leadership Team (ELT) is committed to showing leadership and bearing responsibility for creating, implementing, and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Company to achieve this. We further undertake to ensure through communication, engagement, practical example and training that Quality is the aim of *all* members of the Organisation.

With effective leadership and support, every employee will have a proper understanding of the importance of the Quality System, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Company.

Every employee is responsible for and will be fully trained to perform the duties required by his or her specific role.

### ***CONTINUOUS IMPROVEMENT***

The Company has a total commitment to Continuous Improvement. Clear Quality objectives, in accordance with the framework laid down within ISO 9001:2015 provide a fundamental basis for all our processes and activities.

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### *EVIDENCE BASED DECISIONS AND PROBLEM SOLVING*

We will measure the performance of our processes and activities to provide data to support positive decisions on how to fix problems and improve our processes.

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Yvanne Enever, Managing Director

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Final Audit Report

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