

## **PHARMEExcel 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.*

PHARMEExcel places particular emphasis on knowledge, experience, expertise, capability, reliability and quality and strives to ensure that our services meet the needs and satisfaction of our customers at all times in accordance with customer, statutory and regulatory requirements as well as PHARMEExcel's policies and procedures.

Senior Management (Executive Leadership Team - ELT) are dedicated towards maintaining the Quality Management System (QMS) and for achieving and maintaining ISO 9001:2015 certification. PHARMEExcel endeavours continually to improve the effectiveness and implementation of the QMS and satisfy all applicable requirements relevant to the business.

To realise this commitment, Senior Management have established the following objectives as a cornerstone of the QMS:

### **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 exceed 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.

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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.

### ***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.

In order to achieve these objectives, it is the policy of PHARMExcel to review the suitability and effectiveness of the QMS and work processes on a consistent basis in conjunction with all managers and personnel, whose contribution and input is seen as vital in the improvement and development of PHARMExcel.

The Quality Management System and this policy is seen as essential for the long-term success of PHARMExcel and will be communicated to all personnel through initial induction, meetings, ongoing development and training to ensure continued adherence and compliance with requirements.

This statement is available to all personnel and interested parties available on the PHARMExcel website, on display in our offices, or by asking the Head of Quality Assurance. The policy will be regularly reviewed (at least annually) by ELT and amended or added to as appropriate.

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Final Audit Report


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