

QUALITY POLICY STATEMENT

Rhenus High Tech Limited is committed to managing all aspects of its business systematically. It is our policy to ensure the quality of our services and activities. We are specifically ensuring that the service satisfies the contractual obligations to all customers, and that we maintain the effectiveness and continually improve the HSEQ (Health and Safety, Environment and Quality) Management System.

Our purpose is to assure an integrated management system in accordance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and EN ISO 13485:2016 (Medical devices, Quality management systems – requirements for regulatory purposes), to comply with applicable legislation, government statutes and regulations. We insist on a high level of personal integrity and ethics from each and every one of our staff and meet the required level of compliance for all applicable standards and legislation.

Our primary aims are:

- To provide a delivery service noticeably better than the competition.
- To provide prompt and courteous service of customer needs.
- To provide objective evidence that services conform to specified requirements.
- To ensure that inspection requirements are determined and satisfied throughout all stages of service.
- To robustly underpin service levels during periods of significant growth.
- To develop and maintain Quality consciousness amongst all management and staff.
- To set and monitor Quality Key Performance Indicators/Objectives to continually improve performance.
- To maintain ISO 9001 certification across all certified operational sites.
- To ensure that all applicable statutory and regulatory requirements are met and that we comply with ethical standards.
- To provide both simple and sophisticated logistics solutions for our customers, adding value to their businesses and organisations.
- To maintain growth and prosperity, the company must continue to develop excellence in customer service, meeting and excelling its customers' requirements.
- To improve cash flow and reduce costs by make more efficient use of the resources available.
- To meet the objectives specified for the operational activities.
- To ensure that the company maintains its vehicles and equipment providing this service.
- To ensure that our employees have the relevant qualifications and receive targeted training.
- To maintain effectiveness of and continually improve the quality management system, tools and technology.
- To gain ISO 13485 certification across the ISO 9001 certified sites and to ensure attention is paid to the entire life cycle of a medical device and risks are assessed to maintain safe use on patients.

High-quality services are essential for customer and employee satisfaction. We will maintain the effectiveness of our management system and will pro-actively monitor and implement improvement opportunities.

The Managing Directors will oversee an annual review of this policy to ensure its continued effectiveness and alignment with Rhenus Group Company Policy. Where necessary, to ensure legal compliance and promote continuous improvement, the policy and associated procedures will be amended. Any amendments will be brought to the attention of all persons that need to know via the HSEQ Noticeboard in each depot and by written communication.

Signed: 

Graham Barrow, Managing Director

Signed: 

Carsten Braune, Managing Director

Date: 08/03/2024

Next Review: March 2025