



Quality Policy

Approved by: John Hall

Introduction

Executive Health Solutions (EHS) is committed to meet or exceed quality standards and stakeholder expectations and continuously improve the quality of our products and services. This will be achieved through an effective, integrated and evolving Quality Management System (QMS) that looks at all core areas of EHS' business.

For the purpose of the Policy, "quality" is viewed as being both an aspiration and a judgement about current and past performance in the provision of corporate medical assessments and wellness services.

Quality as an *aspiration* involves examining what is currently being done and looking for ways to improve and innovate using a quality enhancement process.

Quality as a *judgement of performance* involves determining if certain standards and requirements have been met and/or the level to which they have been met and is an outcome of the quality assurance process.

EHS operates a QMS in accordance with the requirements of ISO 9001:2015.

Meeting our commitment

Quality is the foundation of our company and is fully embedded in our purposes and values. At EHS, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

At its core, Quality is first and foremost about trust in our products, our services and our brand. But Quality is also more than this. It is about delivering what we promise in everything we do. Each and every one of us has the power to influence Quality and trust through our leadership, dedication and passion.

John Hall
Chief Executive Officer

Scope

This policy statement covers the provision of corporate medical assessments and wellness services, is company-wide and applies to all divisions within EHS.

Objectives

The objectives of this policy are:

- Service Delivery – To deliver a range of quality health services to our clients based on the principle of continuous quality improvement
- Human Resource Management – To recruit and retain staff - enabling effective delivery of our services
- Risk Management – To deliver our services using risk management strategies aimed at protecting EHS, its staff, providers, and clients
- Sales and Account Management – To exceed client expectations by continuously improving our services
- Finance Management – To manage finances efficiently and effectively and run profitable programs
- Quality Management Systems – To effectively use the QMS as a tool to communicate and achieve best practice outcomes across EHS, including financial and quality targets

Quality Committee

The Quality Committee group is committed to:

- Satisfying applicable requirements by ensuring that client and applicable statutory and regulatory requirements are determined, understood and consistently met
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed, and the focus on enhancing client satisfaction is maintained

The Quality Committee group shall:

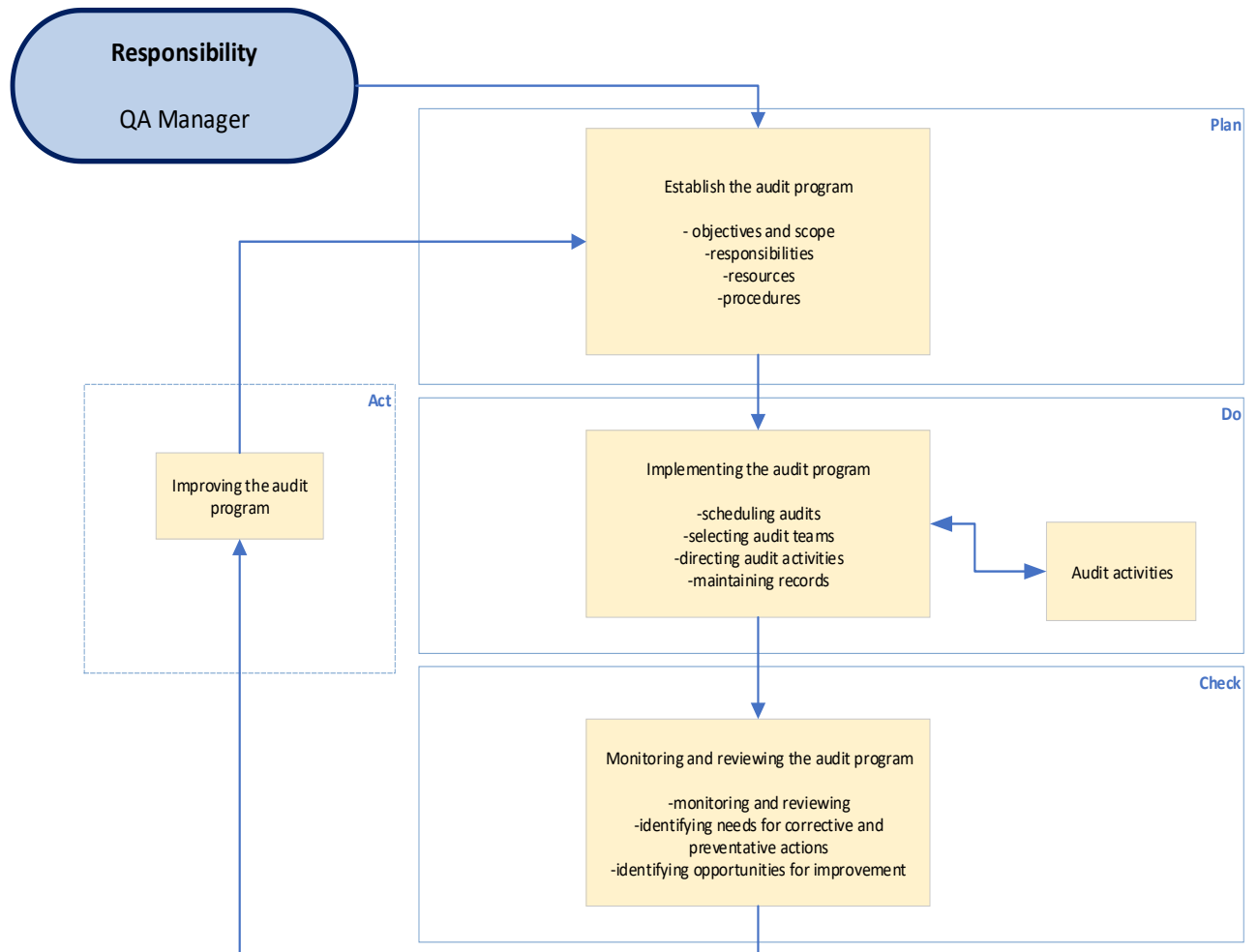
- Take accountability for the effectiveness of the QMS
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the company
- Ensure the integration of the QMS requirements into EHS' business processes
- Promote the use of a process approach and risk-based thinking
- Ensure that the resources needed for the QMS are available; including training, support and encouragement
- Communicate the importance of effective quality management and of conforming to the QMS requirements
- Promote improvement

Policy Statement

EHS' commitment to quality is evident through the following:

- A well-documented quality management system (including company-wide policies and procedures and team-specific process maps) enables EHS to measure, control and improve its core business processes. This QMS is universally understood and implemented
- Targeted recruitment and training processes ensure appropriately qualified and skilled staff are employed to deliver services
- Organisation policies ensure all staff are well informed about their core obligations and all clinical policies and procedures are approved by EHS' Medical Director
- Work responsibilities, processes and procedures are well defined and ensure all services are delivered in a consistent nation-wide quality manner
- Staff responsibilities and accountabilities reflect aligned quality objectives with defined actions and accompanying KPI measurements
- Quality performance of providers, consultants and suppliers are monitored and effective communication occurs in regards to quality and compliance issues
- A formalised internal auditing program is in place, along with a formalised approach to risk management. This allows EHS to identify, report, investigate, resolve and prevent the recurrence of non-conformances
- Regular management reviews evaluate key quality indicators such as staff and customer satisfaction, issues logged/ preventative and corrective actions taken, financial and staff performance, and recommendations for QMS improvement
- Analysis of business risks and opportunities for continual improvement

Internal Audits



EHS' core policies and procedures are summarised in the following document:

