

Quality Policy - Global

Document Control

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2San is committed to the democratisation of health care, putting innovative products in the hands of individuals with unmet clinical needs. We aim to achieve this through the Manufacture, & Distribution, of high quality, regulatory certified products utilising a skilled team, underpinned by an effective Quality Management System.

The 2San board and its Senior Leadership Team (SLT) understand the requirements of ISO 9001:2015, and ISO 13485:2016, and are committed to establish, implement, and maintain a documented QMS.

The Board of 2San recognises the significance of this Quality Policy, while maintaining the highest standards of customer care and partnership that are fundamental to its brand promise of “Better Care, Better Life”.

To achieve this policy, 2San will:

- I. Offer **robust and reliable** supply chains connecting global healthcare needs with direct manufacturing capabilities.
- II. **Put people first**, meaning that all clients and the people they serve receive excellent quality products, at affordable prices.
- III. Maintain a quality system which aims to **continuously improve** the performance of the business, to ensure that supplied products and services conform to quality standards in relation to appropriate regulatory requirements and the needs of clients for their intended use.

Every 2San employee is committed to:

- I. **Remain compliant** with all relevant standards and regulations within the required markets.
- II. Continually focus on **customer satisfaction**.
- III. Continually **review and improve** the Quality Management System and its procedures in line with business changes and customer needs.
- IV. Make **risk-based decisions** with documented evidence.



It is the responsibility of the 2San leadership team to engage with employees to ensure the following **quality objectives** are met:

Leverage our legal manufacturer status, achieved through operation of ISO 13485 compliant QMS, to source and bring to market the most essential products which improve the lives of end-users, and make these accessible.

Embracing the Plan, Do, Check, Act approach, and train all our people through inductions, meetings, and briefings.

Utilise advanced planning where possible, to allow sea freight shipping and appropriate QC, sourcing from multiple manufacturing points for security of supply chain.

Continuously strengthen product quality to exceed customer expectations; Customer feedback is valued and integrated into product insights.

Key processes are mapped and communicated to document the organisation's, and each functions, inputs and outputs.

Embrace company-wide risk-based thinking and utilise available tools for risk analysis.



Signed:

Date 14AUG24

Position: Director of Global Quality & Regulatory

Signed:

Date 14AUG24

Position: Co-Managing Director

Better care. Better life.