

Introduction

As a modern, forward-looking business, Kailo Medical recognises, at senior levels, the need to ensure that its business operations run smoothly and that its products and services satisfy requirements for the benefit of its customers and other stakeholders.

In order to provide such assurance, Kailo Medical senior management has implemented a Quality Management System (QMS) in line with the international standard for quality management systems, ISO 9001.

The operation of this QMS has many benefits for the business, including:

- Ensuring customer trust and retention
- Reduced rework and errors
- Consistent Quality Control
- Operational Efficiency
- Confidence and effective risk management
- Providing quality software and applications

This QMS Policy is available in electronic form (via Vanta) and will be communicated within the organisation per our communication program.

In alignment with our Quality Management Policy, Kailo Medical affirms that all staff members are fully informed of, and dedicated to, their roles and responsibilities within the Quality Management System. We are committed to fostering a culture of continuous improvement, with every team member actively participating in the ongoing enhancement of our quality practices and policies.

Quality Policy

Commitment to Satisfying Applicable Requirements

Kailo Medical is dedicated to delivering quality across all operations through an effective Quality Management System (QMS) that aligns with our strategic direction and meets the needs of customers, regulators, and stakeholders.

Top management leads by providing resources and support for the establishment, maintenance, and continual improvement of the QMS. Quality objectives are regularly set, monitored, and reviewed, with performance evaluated through management reviews and audits.

The Service Delivery Manager oversees the QMS, ensuring that all employees have the necessary competence, skills, and training for their roles. Competency requirements are regularly reviewed, and training records are maintained. Roles and responsibilities are clearly defined and documented.

Kailo Medical maintains governance and accountability for all quality processes, including process definition, monitoring, compliance, and improvement. Evidence of effective management is maintained through documentation such as contracts, meeting minutes, and performance reports.

Continual Improvement of the QMS

Kailo Medical is dedicated to continually improving its Quality Management System by following ISO 9001 best practices, regularly reviewing performance, and encouraging input from all stakeholders. Improvement ideas are documented, evaluated, prioritized, and reviewed in management meetings to ensure effective implementation and ongoing quality enhancement.

Climate Change

Kailo Medical recognises that climate change is a significant external issue that can impact our operations, supply chain, and the effectiveness of our Quality Management System (QMS). In line with our previously established commitment to carbon reduction, we integrate climate change considerations into our strategic planning, risk management, and operational processes. We are committed to:

- Assessing and minimising our contribution to climate change by reducing carbon emissions from our activities, including energy use, travel, and waste generation.
- Complying with all relevant environmental regulations and stakeholder expectations regarding climate change and sustainability.
- Continually improving our environmental performance by monitoring, reporting, and acting on opportunities to further reduce our environmental impact, in accordance with ISO 9001 and related standards.
- Engaging staff, suppliers, and stakeholders in our climate action initiatives, promoting awareness and responsibility throughout our value chain.
- Reviewing climate-related risks and opportunities as part of our regular business risk assessments and management reviews, ensuring our QMS remains resilient and future-ready.

This policy is integral to our quality objectives and supports our broader commitment to environmental stewardship and sustainable development. Our Climate Reduction Plan can be found here [Carbon Reduction Plan](#).

Kailo Medical Quality Management System ISO 9001 - Quality Policy Endorsed and Authorised by:



Robert Newman

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Co-Founder - Kailo Medical
Kailo Medical Management