



QUALITY POLICY

GAMA Healthcare Australia Pty Ltd dynamic, innovative company specialising in distributing unique, quality products within the healthcare industry. We service markets across Australia and New Zealand. GAMA Healthcare Australia Pty Ltd supplies a broad range of products under the Clinell brand name to hospitals, pharmacies, dental practises and health professionals.

Our company strives to achieve sustainable growth through consistently satisfying the diverse needs and expectations of our clients. GAMA is committed to effective implementation of the Quality Management System (QMS) in compliance with the ISO 9001:2015 Standard. The QMS is continually reviewed and improved.

The company strives to achieve this by:

- Promoting an understanding of our customers' needs and expectations throughout the organisation, together with a culture of exceeding customer expectations.
- Incorporate a risks management approach within the business to effectively manage risks and leverage opportunities.
- Developing seamless processes by fully integrating the services provided by our suppliers.
- Monitoring our performance through performance metrics (Inspections & Internal audits) in order to continually improve our processes and services.
- Ensuring that management on all levels communicates and explains the quality policy to all employees so that everyone is familiar with the policy and its intent.
- Establishing, reviewing and communicating company's quality objectives to all levels in the organisation. The objectives are monitored on an ongoing basis through the quality management plan and reviewed during planned management review meetings.
- Utilising the company's ISO 9001 quality management system on all company processes everywhere, every time, without exception.
- Reviewing this policy for its adequacy during planned management review meetings.

Approved by: Suzanne Hammouche

A handwritten signature in blue ink, appearing to read 'Suzanne Hammouche', is written over a horizontal line.

Signature:

Position: CEO

Date of initial approval: 30th July 2014

Date of last review: 06th October 2023

Date of next review: 06th October 2024