Quality Policy

1.1 Purpose

The quality policy acts as a compass by providing the direction and framework for establishing key corporate-level performance measures and related objectives and targets. Top management ensures that our corporate policies are established and documented and that the policies are available to all interested parties via our website email.

1.2 Scope

The quality policy is communicated to all employees at all levels throughout our organisation via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other appropriate methods.

1.3 Quality Policy Statement

1.3.1 General

Aerem Limited is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

1.3.2 IMPARTIALITY

Aerem Limited is committed to impartiality and to managing the risk's making sure there are no commercial, financial or other pressures which may compromise impartiality. If there are any, we will eliminate or minimise the risks and provide training to all our staff whilst working at Aerem Limited.

1.3.3 CONFIDENTIALITY

Aerem Limited is committed to confidentiality; all our client's results are privacy-sensitive data, must be protected from unauthorised access, and must remain confidential. To that end, all laboratory staff members must promise to keep patient data confidential in word and writing before completing any work at Aerem Limited.

1.3.4 OUR PEOPLE

Aerem Limited is committed to equality in employment opportunities and rewards, wholeheartedly embracing cultural diversity within our communities.

Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Aerem Limited is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Designing and providing a safe and secure work environment.

AEREM LIMITED RECOGNISES ITS RESPONSIBILITIES AND PREVENTS ACCIDENTS IN ITS OPERATIONS. ALL NECESSARY STEPS ARE TAKEN TO ENSURE THE HEALTH AND SAFETY OF EMPLOYEES AND CONTRACTORS WHEREVER THEY MAY BE WORKING. ALL ACCIDENTS AND NEAR MISSES ARE INVESTIGATED TO PREVENT RE-OCCURRENCE.

Competencies and the attitudes of individuals and teams will be developed to support safe and healthy working conditions, protecting the environment and preserving our organisation's assets.

The required training will be planned through a training matrix (which includes contractual and other obligations), need identification and programme design. An assessment of the training effectiveness will be used to update future programmes.

Quality Policy

The competency of contractors and sub-contractors will be confirmed through contractual requirements and monitored through audits and inspections. Client contractors' competencies will be assessed upon arrival at **Aerem Limited's** facility.

1.3.5 Our Customers

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

1.3.6 Our Community

Your organisation is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers.

We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

1.3.7 Our Quality

Beginning with a clear definition of customers' expectations, impartiality and confidentiality, we strive to meet or exceed them consistently. We adhere to all applicable standards and customer-specific requirements and endeavour to provide processes that ensure we achieve this to build a robust and world-class business.

Aerem Limited is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes via our QMS;
4. Extending our QMS practices throughout our Supply Chain.

Aerem Limited will ensure that our quality management system and processes are effective through a comprehensive compliance monitoring programme. The audits will consider facilities, systems, equipment, contractors and sub-contractors. All follow-up and action points will be tracked via the Quality Department, with closeout percentages reported monthly.

This compliance monitoring programme will be supplemented through client inspections and reviews. Audit leaders will be formally trained. All internal audits will include participation by line departments.

Written By
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