

Quality and Environmental Policy

The goal of Gibson Medical is to always meet our customers' needs for the best medical equipment, in line with our core values and standards. Our customers must trust that our deliveries take place on time and with the right quality. We strive, at every possible opportunity, to offer optimal solutions to our customer's requirements.

Organization

Quality issues within the company are primarily handled by our quality manager. The appointment of a quality manager ensures a continuous coordination and integration of the business with our suppliers. Our work towards quality is ongoing and includes projects related to all activities within the company. In order to achieve harmonization and standardization of our quality work in the long term, integration is underway in connection with our business development. Through continuous staff meetings and competence development as well as in discussions with our customers and suppliers, we continuously improve our quality work and our development of products and services within the company.

To achieve this, we must:

- Build trusting relationships and work with good business ethics
- Provide and receive information with the utmost precision and accuracy
- Follow up with sales orders
- Be responsive to customers' wishes and requirements
- Continuously update and measure our quality objectives
- Keep updated and informed about the requirements of ISO 9001:2015
- Establish employee-specific, personal development plans
- Obtain, develop and update necessary skills

Quality Objectives

To continuously improve, we must:

- Provide services and products of the highest quality.
- Respond to the customer's requirements and needs.
- Keep the promised delivery and completion times.
- Resolve any warranty commitments and handle any complaints as swiftly as possible, normally within one to two working weeks.
- Ensure that our employees have a high level of social competence and a solid knowledge of the services and products that the company markets, as well as a great deal of knowledge of the safety rules that apply to the performance of the work.

Quality Plan

We will achieve this by:

- Constantly being receptive and by analyzing information about the market and customer's needs, we will, together with our suppliers, offer services and products that meet customers' requirements, expectations and needs.
- Staying informed about the laws and regulations that apply to our business and adapt the business to new requirements as quickly as possible.
- Ensuring that any reasons for complaints and warranty commitments shall be documented and evaluated to learn for the future.
- Ensuring that the staff's high level of competence is maintained and continuously improved through continuous competence development. This development of skills and knowledge is to be conducted on a personal basis where the competence needs of each employee are assessed annually in accordance with the company's needs to secure quality and safety for our clients.

Quality Control

To safeguard and implement the intentions in this quality plan, we have well-developed routines for checking that the quality objectives are met according to the plan. In addition to ongoing work with external accredited inspections of delivered products, we also perform our own quality tests of our products. The Quality Manager regularly monitors the work, internally and externally and is responsible for an annual evaluation together with the company's management and employees.

Environmental Policy

As an established supplier of medical protective equipment to the healthcare and retail sectors, one of Gibson Medical's core values is to work for a sustainable society. We take responsibility for future generations' right to enjoy nature's gifts. Gibson Medical is committed to lead the industry in minimizing the environmental impact of its activities and to always strive to improve all its operations.

The key points of Gibson Medical's strategy to achieve this are:

- Meet any environmental requirements that the business may be subject to.
- Minimize waste by evaluating operations and ensuring they are as efficient as possible.
- Minimize toxic emissions through the selection and use of its fleet and the source of its power requirement.
- Actively promote recycling both internally and amongst its consumers and suppliers.
- Source and promote a product range to minimize the environmental impact of both production and distribution.
- By staying informed about the environmental requirements that can be placed on the services and products we market, we can quickly adapt to this and, if necessary, make changes.
- Meet or exceed all the environmental legislation that relates to the company via, for example, our affiliation with FTI; Sweden's accredited system for nationwide recycling.
- Plan to use an accredited program to offset the greenhouse gas emissions generated by our activities.
- Keep us updated and informed about the requirements of ISO 14001: 2015
- Aim to use suppliers who are certified according to ISO 14001 or who work with an environmental system equivalent to ISO 14001 requirements.