

QUALITY POLICY

Peacocks Medical Group is a leading provider of orthotic clinical services and a manufacturer of custom orthotic devices and medical equipment. With over 120 years of heritage, we are committed to delivering safe, effective, and high-quality products and services that improve patient outcomes.

Our success is dependent on consistently meeting customer, patient, and regulatory requirements while maintaining the highest standards of quality, safety, and performance across all areas of our business.

This Quality Policy provides the framework for our Quality Management System and the establishment and review of quality objectives.

We are committed to:

- Ensuring patient safety and product effectiveness remain central to all activities
- Meeting applicable customer, statutory, and regulatory requirements, including medical device regulations
- Maintaining and continually improving an effective Quality Management System in accordance with ISO 9001:2015 and ISO 13485:2016
- Applying a risk-based approach to all processes, particularly in the design, manufacture, and supply of medical devices
- Ensuring robust design and development controls for all applicable products
- Monitoring and improving process performance through measurable objectives and data-driven decision making
- Promoting a culture of quality, accountability, and continuous improvement across the organisation
- Ensuring personnel are competent, engaged, and aware of their impact on quality and patient outcomes
- Establishing effective controls over suppliers and outsourced processes to ensure product and service conformity
- Maintaining strong clinical governance and oversight of all patient-facing services
- Reviewing the effectiveness of the Quality Management System through audits, management review, and performance monitoring

Top Management is accountable for ensuring that this policy is implemented, communicated, understood, and applied throughout the organisation.

This policy is reviewed periodically to ensure it remains appropriate to the purpose, context, and strategic direction of the business.

Our Quality Management System complies with the requirements of ISO 9001:2015 and ISO 13485:2016 and our statutory and regulatory requirements.

For and on behalf of Peacocks Medical Group Limited/Peacocks (Surgical and Medical Equipment) Limited



David Stevens
Group Managing Director