

Our Vision

A world where people have the freedom to live life to the full in a place of their choice.

Mission

We provide market leading technology-based solutions and services, empowering more efficient and effective models for health and care management globally.

Quality Policy

Tunstall Healthcare (UK) Ltd is committed to delivering products and/or services that consistently meet customer, statutory and regulatory requirements.

This policy is applicable to the following organisational scope:

- The Tunstall UK Commercial division reporting into the Managing Director for UK and Ireland.
- The Tunstall Operational team reporting into the Operations and Supply Chain Director.
- The Tunstall Technology Group reporting into the Group Chief Technology Officer. Please note that this group includes teams in the UK, Sweden and Spain.
- The Tunstall Group Finance team reporting into the Group Chief Financial Officer
- The Tunstall Group Executive team reporting into the Group Chief Executive Officer.

Our objective is to enhance customer satisfaction through the effective application of our Quality Management System (QMS) and a culture of continual improvement.

To achieve this, we commit to:

1. **Understanding and meeting customer needs and expectations** through effective communication, accurate requirement definition, consistent delivery, and regular evaluation of customer satisfaction to support continual improvement.
2. **Complying with all applicable statutory, regulatory and contractual requirements** by identifying, understanding and monitoring relevant laws, regulation, standards and customer specific obligations; ensuring these are embedded into operational controls and ongoing conformity through monitoring, audits and corrective actions.
3. **Establish and review quality objectives that are aligned with our strategic direction** by defining measurable goals that support our vision, monitoring progress and using results to drive continual improvement and organisational success.
4. **Continually improving the effectiveness of our Quality Management System** by seeking opportunities for improvement, manage risks proactively and ensuring our business objectives area achieved.
5. **Promoting risk-based thinking** to prevent nonconformities and drive improvement.

6. **Ensuring employees are competent, engaged** by making them aware of their role in quality, understanding customer, supplier and co-worker requirements and effectively using the tools, processes and procedures that support their work.

Our Values

- Customer Focus:** Passionate about understanding and meeting our customers' needs.
- Collaboration:** Work together as one team to put quality and the customer at the centre of everything we do.
- Innovation:** Excite our customers with technology and data platforms that innovative and market leading.
- Accountability:** Invest in our people to create a highly engaged, high-performing, and accountable organisation.

Our Principles

1. **Customer focus:** All actions will be driven by a desire to serve customers by understanding customer and other applicable requirements and act on that knowledge to deliver superior value.
2. **Leadership:** We strive to ensure we lead from the top and ensure our people know our strategy and business plans and how they contribute to the delivery of a successful outcome.
3. **Engagement of people:** We empower our people to take ownership and responsibility for their actions, doing what we say we will.
4. **Process Approach:** Manage work with a focus on results, improving efficiency and productivity delivering value to customers. Develop and maintain processes containing only value-added tasks.
5. **Improvement:** Make the plan-do-act-check cycle the method used to achieve both continual and breakthrough improvements in costs, cycle-time, and quality.
6. **Evidence-based decision making:** Know what you want. Measure what you get. Act on the difference to establish and meet commitments to all key stakeholders - customers, co-workers, suppliers, and society.
7. **Relationship management:** Strive to build on opportunities to improve relationships with interested parties and have mutual respect for each other's needs, views, and beliefs.

TITLE: Quality Policy

FORM: UK-POL-1 **REV:** 1

SUPERSEDES: POL-1 REV 8 (Q Pulse v6)



This Quality Policy provides a framework for setting and reviewing quality objectives, is communicated throughout the organisation, and is reviewed regularly to ensure ongoing suitability and effectiveness.

Approved by			
Position	Print Name	Signature	Date
Managing Director UK & Ireland	Mark Hindle	 <small>Mark Hindle (Jan 26, 2026 09:09:21 GMT)</small>	26/01/26
Chief Technology Officer	David Jack	 <small>dmjack (Jan 29, 2026 12:01:29 GMT)</small>	29/01/26
Group Director – Regulatory Affairs	Lance Kenworthy	 <small>Lance Kenworthy (Jan 26, 2026 09:13:01 GMT)</small>	26/01/26
Operations & Supply Chain Director	Mark Dorrian	 <small>Mark Dorrian (Jan 27, 2026 07:48:41 GMT)</small>	27/01/26

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Final Audit Report

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