

QUALITY POLICY

It is the policy of NeurophysCare Ltd to maintain a Business Management System designed to meet the requirements of the ISO 9001:2015 Standard (in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of the company to:

- give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
- facilitate the reduction of hazards, prevention of injury, ill health, protection of the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met by involving all of our staff in its implementation, maintenance and sustainability whilst continuously improving the effectiveness of this system; ensuring that the importance of meeting and exceeding our customer requirements are communicated and understood throughout the organisation.
- ensure that all employees are made aware of their individual obligations in respect of this Quality Policy;
- maintain the Business Management System that will achieve these objectives and seek continual improvement in the effectiveness and performance of said management system based on "risk".

This Quality Policy along with the Business Management System Manual provide a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the Quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, health and safety and the environment; its impact on customer service and of the service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Signed:



Sajjad Ali
Director/Clinical Director

Date: 31st July 2025