

QUALITY POLICY

Tendercare has been established for 30 years and is one of the few UK companies to design and manufacture its own brand of special needs pushchairs and Modular Seating Systems to Customer specifications. We have earned an excellent reputation for providing high quality, products which are easy to use and at very competitive prices. In addition, we are the sole UK distributor of Thomas Hilfen's product range (consisting of car seats, pushchairs and indoor seating equipment).

It is the policy of Tendercare Ltd to meet contractual timescales and requirements, including providing clients with competitive prices. This is supported by a fully documented management system, which is reviewed and improved accordingly.

We ensure that we meet all agreed Customer requirements, as well as applicable legislation, regulations and codes of practice, including:

- Medical Device Regulations 2002
- Medical Device Directive 93/42 EEC
- EU MDR: Regulation (EU) 2017/745
- Data Protection Act 2018 (GDPR)
- ISO 9001:2015
- ISO 13485:2016
- ISO 14001:2015

All staff are aware of the Company's commitment to meeting requirements and are required to adhere to our policies and procedures at all times.

We conduct regular Management Review meetings which are held on an annual basis and ensure that all staff are aware and fully trained in all relevant aspects of this system.

We seek to continually improve our Quality and Environmental Management System, so as to enhance the service provided to our customers.

We identify and review our policy and objectives during our Management Reviews and/or Internal Audits and amend and improve them where applicable so as to ensure their continuing suitability.

Every member of staff must be familiar with, and competent to, carry out the procedures and practices which are applicable to their area of work. All members of staff are trained in the meaning and implications of this policy during the induction process and retrained whenever this policy is amended.

This policy is made available to all interested parties upon request.

Amanda Adams

Director