



Xiel Ltd Quality Policy Statement

Xiel Limited aims to provide defect free medicines, products and equipment to its customers on time and within budget and to ensure medicinal products remain within the legal supply chain.

The Organisation operates a Quality Management System to meet the requirements of the Human Medicines Regulations 2012 (UKSI) , EC Guidelines on Good Distribution Practice of medicinal products for human use (2013/C 343/01) and BS EN ISO 9001 : 2015.

The company is committed to arranging the supply of products and services to its customers in full compliance with all licensing, legal, supplier, customer and in-house requirements and procedures.

Xiel is committed to continuous business improvement and has established a Quality Management System and company culture which provides a framework for measuring and improving its performance.

The following are in place to support the Xiel aim for total customer satisfaction and continuous business improvement throughout the business:

- Premises, equipment, systems, and resources necessary to perform all stages of importation, distribution, quality assurance and regulatory duties associated with the supply of medicines, medical products and equipment
- A complaints procedure and CAPA procedure
- A supplier and customer validation and approval procedure for medicinal products
- Training and development of our employees
- Regular audit of internal processes
- Management reviews of audit results, customer feedback and complaints

A handwritten signature in blue ink, appearing to read "Jack Knight", positioned above a horizontal dotted line.

Signed

Jack Knight

Managing Director