

# CKL Quality Policy Statement

At Charter Kontron, we are committed to delivering high-quality products and services that meet and exceed the expectations of our customers, partners, and regulatory authorities.

As a distributor of medical devices, our goal is to ensure the consistent and reliable supply of safe, effective, and compliant products that contribute to improved patient care.

To achieve this, we are dedicated to the following principles:

## **Customer Focus**

We strive to understand the current and future needs of our customers and aim to meet their requirements while exceeding expectations.

## **Compliance and Regulatory Commitment**

We operate in full compliance with applicable regulatory and statutory requirements, including those governing the distribution of medical devices.

## **Leadership and Engagement**

Our leadership is committed to creating a culture of quality and continuous improvement. All employees are empowered and engaged in upholding quality objectives.

## **Process Approach and Risk Management**

We apply a process-oriented approach and risk-based thinking to ensure effective operations, prevent errors, and continuously improve performance.

## **Continuous Improvement**

We regularly review and improve the effectiveness of our Quality Management System (QMS) in accordance with the quality requirements and standards.

## **Supplier and Partner Relationships**

We maintain strong partnerships with reliable manufacturers and suppliers, ensuring product quality and traceability throughout the supply chain.

## **Quality Objectives**

Measurable quality objectives are defined, monitored, and reviewed on a regular basis to drive improvement and maintain effectiveness.

## **Environmental and Sustainability Commitment**

CKL integrates sustainability goals into its operations to improve resource efficiency and reduce environmental impact. We recognize that environmental changes can affect product quality and customer satisfaction, and therefore monitor key performance indicators, including customer feedback and quality data, to ensure continued reliability. These actions help us adapt proactively and maintain high standards across our products and services.

Approved by    Angelia Adzic

Date    21 July 2025

Signed

A handwritten signature in blue ink, appearing to read 'Angelia Adzic'.