QUALITY POLICY

1. Scope

This policy applies to all Shred-X Secure Destruction and Med-X Healthcare Solutions, including employees, contractors and visitors.

2. Policy Statement

Quality is a core operating value at Shred-X / Med-X. Shred-X / Med-X are committed to delivering reliable, secure and high-quality services that meet or exceed customer, stakeholder and regulatory requirements.

3. Legislative Compliance

Shred-X / Med-X operates an Integrated Management System aligned with ISO 9001 and relevant industry accreditations including NAID, PSPF and EPA requirements.

4. Our Commitments

To achieve quality excellence, Shred-X / Med-X will:

- Understand and respond to the needs and expectations of customers and stakeholders
- Delivering cost-effective, timely and dependable products and services
- Integrate customer and regulatory requirements into business processes
- Foster a culture of continuous improvement and customer focus
- Identify and comply with applicable legislation, certification and industry standards
- Establish, review and monitor quality objectives and performance indicators
- Adopt best-practice processes that add value to the supply chain
- Implement robust monitoring and assurance programs
- Provide adequate resources, training and information to support quality outcomes

5. Continuous Improvement:

Shred-X / Med-X are committed to continually improving the effectiveness of the Quality Management System through performance monitoring, audits and management review.

6. Change Management

Managing change in a planned and controlled way, changes to processes, facilities, systems, suppliers, equipment, transport arrangements, staffing, or customer requirements are assessed, communicated, implemented, and reviewed for effectiveness before and after introduction.

7. Leadership and Accountability

The Leadership Team is responsible for ensuring quality objectives are achieved and that the Quality Management System is implemented and maintained.

8. Review

This policy will be reviewed at least biennially or when significant business or regulatory changes occur.

General Manager:
April 2026

Document Control

This Plan remains a controlled document for the nominated facility, Head Office Ormeau.

Changes are prompted by the Document Owner; updates are issued for approval.

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v1.0	23/04/2026	Policy Update	National IMS Manager

Support Documentation / References

- IMS Manual
- ISO 9001 Standard

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ISO 9001 ISO 14001 ISO 27001 ISO 45001