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### POLICY STATEMENT

**Proparamedics Ltd** (The Company) is the leading independent ambulance service and medical personnel supply company in Northern Ireland. The Company is committed to achieving, sustaining and improving the quality of the services it provides to meet stated customer needs in a cost effective way.

Proparamedics Ltd can provide documented assurance to customer's that the intended level of service will be, is being and has been achieved.

The Company has established and maintains a commitment to continual improvement in Quality Performance, Objectives and Targets that complies with relevant legislation including providing medical best practice. Proparamedics Ltd endeavours at all times to ensure that Quality, Environment, Health, Safety and Ethical issues are of equal importance to profit.

Proparamedics Ltd recognises that staff are its most valuable asset and therefore encourages, guides, assists and trains all staff to achieve the most professional standard of service to meet with client's requirements.

To achieve these objectives, the management team has decided to implement a Quality System conforming to ISO 9001:2015. Conformance with the procedures referenced in this Management System shall be mandatory. Quality objectives shall be established and reviewed at the management review meetings.

Whilst Senior Management retain overall responsibility for Quality, all employees are responsible for ensuring that best practice is implemented at all times and for complying with the requirements of Proparamedics Integrated Management System.

This policy will be communicated to all staff and interested parties. It will be subject to regular review in order to ensure that it continues to reflect the requirements of both Proparamedics Ltd and those of our customers.

We will provide a service of the highest quality underpinned by adherence to the five key standards set out in the Department of Health and Social Services and Public Safety Document "Improving the Patient & Client experience"; respect, attitude, behaviour, communication, privacy and dignity.

All staff in Proparamedics Ltd, under the leadership and guidance of the Directors, are responsible for the quality within the company and for maintaining high standards.

Signed:  (Director)

Dated: 25 February 2016