

Management is committed to continual improvement in quality assurance and service excellence to meet customer and regulatory requirements throughout the distribution and servicing of aesthetic medical devices in the market which we serve.

Management and each employee abide by the following principles in all aspects of the business:

- ❖ Customer focus
- ❖ Risk Management
- ❖ Leadership
- ❖ Engagement of people
- ❖ Process approach
- ❖ Improvement
- ❖ Evidence-based decision making
- ❖ Relationship management

We achieve customer and regulatory requirements by performing quality management system planning, implementation, data analysis and corrective and preventative actions. We strive for precision in everything we do.

We establish measurable quality objectives aligned with this policy and review them annually to ensure ongoing suitability and effectiveness. These objectives are tracked and evaluated using documented performance indicators and data-driven reviews to promote continual improvement.

Regulatory requirements of the quality management system are based on:

- ❖ ISO 13485:2016
 - ❖ The Medicines and Related Substances Act 101 of 1965 as amended and including the Guideline for a license to manufacture, import, export or distribute medical device (16.03).
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Introduction

At Radiant Healthcare we are committed to providing safe, clinical effective and reliable medical aesthetic energy-based devices to customers. Our mission is to provide the latest innovative trending technology from world leading reliable suppliers and manufacturers that will meet and the needs of our customers and exceed their expectations. We are dedicated to comply with all the requirements of ISO 13485:2016 Clause 4.2.1 which requires, the establishment, implementation and maintenance of a quality management system.

Our QMS was designed to ensure that our products meet the highest quality standards with a focus on patient safety. We continually review and improve our processes to maintain compliance with regulatory requirements Our quality policy is communicated, understood, and applied throughout the company, and we continually monitor and measure the effectiveness of our quality management system.

As a distributor of medical aesthetic devices, we are committed to:

Meeting the regulatory requirements and standards for our products and processes, including ISO 13485:2016.

Ensuring risk assessment and management is an integral part of our product selection and distribution process. We assess and control risks throughout the product life cycle, from initial order to final delivery as well as service and repair (rework) - Continually improving the effectiveness of our quality management system by setting measurable objectives and targets.

Providing high-quality, reliable, and safe medical aesthetic devices that meet or exceed customer expectations.

Ensuring that all employees are trained and competent to carry out their responsibilities within the quality management system.

Ensuring that our suppliers and contractors are selected based on their ability to meet our and our customers quality requirements.

At Radiant Healthcare, quality and service is not just a priority; it is a core value that guides our every action. We are committed to providing exceptional aesthetic medical devices and ensuring that our customers are satisfied with our products and services. Radiant

Healthcare – Visibly different!

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Jacques Pretorius

06/2026

Framework of objectives

Understanding the requirements of ISO 13485:2016

All staff to be continually educated with regards to the purpose and requirements of the quality policy. Monthly staff meetings as well as pre-arranged training sessions every 6 months if need be.

Define Radiant Healthcare's mission and values.

Radiant Healthcare wants to be the leading service provider in Sub- Sahara Africa for the supply of medical aesthetic systems and services. We aim to be visibly different from competitors and by embracing ISO 13485:2016 guidelines to evaluate our suppliers and products, to maintain a safe and effective logistics channel, to provide the correct product for our client's needs, to control the delivery as well as training to our customers premises and maintaining record keeping of all further services and repairs for the life of the product. Customer satisfaction needs to be measured and recorded.

Radiant Healthcare's market and industry

Our quality policy is drafted for suppliers, contractors/logistics, staff, governing authorities and customers (future and present). Ongoing consultation with the above must ensure that our current quality policy reflects Radiant Healthcare's commitment to quality products and services. Radiant Healthcare is committed to new product improvement/development and maintaining all regulatory requirements.

Scope of Radiant Healthcare's quality policy.

The quality policy covers all products imported and distributed, all devices serviced and maintained as well as all training offered. Processes of the above will be controlled with documentation as well as software in place.

Communication of our quality policy

Staff – Customers – Suppliers

The policy will be communicated to all the stake holders via the following means – Web Site, displayed at reception, communicated during monthly meetings to new staff. Bi-annual staff education done via webinars, workshops, online courses.

Updating of quality policy

The quality policy will be updated for the following reasons

New Product or service, regulatory changes, business expansion, continuous improvement, organisational changes.

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Jacques Pretorius