

## COMPANY POLICY

WELLCARE Ltd. specializes in the distribution of products that support home health care for patients who require post-hospital treatment and offer solutions that improve the quality of life of their clients.

Employees of the company are highly qualified professionals, product experts, customer care agents, medical education employees, and can help customers get the best care at home. WELLCARE works together with healthcare professionals, hospitals, clinics and NHIF to ensure always perfect results.

WELLCARE Ltd offers innovative products specializing in the care of various types of wounds and stomata.

**The mission of WELLCARE LTD** - satisfied customers by providing high quality products and services at competitive prices.

**Vision and Values** - Maintaining a wide range of products and offering solutions that preserve and improve the quality of life of our customers. Our main priority is the health and well-being of our clients.

**The main objectives of WELLCARE LTD are:**

- Promote our products honestly and fair, taking into account the market's specificities, meeting all the requirements of national and international regulations, seeking and receiving official recognition from the competent authorities.
- Contact and maintain good partnership relationships with all stakeholders and constantly comply with and offer solutions tailored to their needs and requirements
- To respect and protect all employees of the company by focusing on the continuous individual and team training of employees to maintain and enhance the competence and qualification of our staff.

These goals and values are embodied in our code. It sets the foundation for the responsibilities and actions that lead to optimal solutions for us, our partners and customers.

The achievement of our goals will be achieved through the maintenance and continuous improvement of a functioning Quality Management System according to ISO 9001: 2015, in which connection the management of WELLCARE EOOD undertakes:

- Defining the organization's context and all external and internal issues concerning quality management, as well as changes in them;
- identifying and defining the risks and opportunities for business processes as well as the level of acceptability and priority in planning the necessary management actions depending on the risk status or the opportunity;
- Constant development and expansion of the products and services provided, anticipating and responding to the new trends in the respective fields;
- Fully satisfying the requirements of our clients, using both the expertise and experience of the company team as well as that of external specialists and partners;
- continuous improvement of the processes of performance of the activity, the competence of the employees, the equipment used and the management system as a whole;

**УЕЛКЕЪР ЕООД**

- knowledge and application of the requirements of the applicable national and international regulatory requirements;
- the annual setting of specific and measurable quality objectives in conducting reviews by management;
- Disclosure of the current policy among the employees of the company and their contribution to its implementation.

The management of the company is responsible for the implementation and maintenance of the Quality Policy and is committed to continuous improvement of the quality management system.

Approved on: .....  
by:

