

Quality Policy

It is the policy of Nordion UK, registered as REVISS Services (UK) Ltd (the 'Company'), to provide a high quality, professional and efficient service to ensure the highest levels of customer satisfaction at all times. Quality is critical to our business success and we are committed to the principle of continual improvement throughout all areas. The Company manages activities as a series of processes which is structured into a documented Quality Management System (QMS) which meets the requirements of ISO9001 and provides the framework for this to be managed.

The Company's main Quality Objectives are to:

- Meet or exceed the requirements and expectations of the customer and the defined standards.
- Continually improve the effectiveness of our processes, products and the QMS.
- Comply with all relevant national and international statutory, regulatory, legislative and contractual requirements.

Meeting these objectives is a key measure of success for the Company and ensuring that processes and operations are fully understood and controlled is paramount in achieving this.

The Company's management team will show leadership and commitment and bear the responsibility for establishing, implementing, maintaining and continuously improving our processes, products and the QMS. The QMS delivers these objectives by:

- Establishing policies and a framework for key activities.
- Promoting the use of a process approach and risk-based thinking, thus preventing or reducing undesired effects and promoting continual improvement.
- Ensuring that customer needs and expectations are determined and fulfilled through contract review with the aim of achieving customer satisfaction.
- Communicating to staff the importance of meeting customer requirements and all applicable statutory, regulatory, safety and company requirements.
- Carrying out periodic Management Reviews where quality policy and objectives and information from audits and corrective actions are reviewed to monitor and measure the effectiveness of the QMS and when necessary improvements are implemented.
- Pursuing a policy of recruiting the best people available and developing their skills through training to enable them to achieve their best potential.
- Communicating this policy to all employees and interested parties.

M. Shepperson

Mark Shepperson

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