

SUSTAINABILITY POLICY

Management divide sustainability three ways – People, Planet, Profit, and then combine them again in our Integrated Management System. We recognise that to look after people and planet, it does not cost but pays - therefore we strive to partner in business with our clients and suppliers alike to generate sustainable business practices for our clients, our suppliers and ourselves.

To ensure Business Sustainability we will:

- Partner with our customers and provide excellent value products and services and develop profits to ensure we are a long term sustainable business that will support our customers and the products and services they trust us with.
- Proactively manage our business to ensure the most efficient use of resource, material and equipment.
- Develop innovative business practices and use technology and new developments to efficiently manage resource and minimise wastage.
- Use our Integrated Management System to monitor, evaluate and provide continual improvement to our business practices.
- Promote 'Total Cost of Ownership' approach to the supply of quality equipment.
- Have Audited 'Operation System' and 'Financial Accounts'.
- Have system in place to early detect trends that may affect the business we are in.

ENVIRONMENTAL POLICY

Management is committed to adopting sustainable business practices which benefit the environment, business growth and the local community to ISO14001 (Environmental Management Systems).

We strive to ensure that, wherever efficient and environmentally sustainable, our business activities:

- Continually analyze the environmental aspects of our business;
- have only positive impacts on the natural environment, reduce negative impacts;
- reduce and recycle nonrenewable resources;
- source local employees, products and services;
- Create value for customers, shareholders and the community.
- Use our Integrated Management System to review, evaluate and improve our environmental management.
- Reduce the total cost of equipment ownership while reducing environmental impact

At Opritech – We are here for life!

A B McLean
Chief Financial Officer
29th November 2017



M B McLean
Chief Executive Officer
29th November 2017



HEALTH AND SAFETY POLICY

Management will ensure that occupational Health and Safety underpins every aspect of Opritech business activities. Opritech conforms to the Requirements of AS/NZS 4801

In order to achieve this, Opritech will:

- Continually strive to achieve an accident-free operating environment.
- Sustain the highest level of occupational Health and Safety performance in addition to complying with all relevant legislation.
- Make available to all employees, adequate and timely information, training, supervision and support, and a safe and healthy working environment.
- Ensure that excellence in Health and Safety performance from employees, contractors and suppliers continues to be a major driver for the business.
- Utilise our Integrated Management System to review, evaluate and continuously improve workplace Health and Safety.

More specifically, Opritech will:

- Meet all of its obligations under the Health and Safety in Employment Act, Medicines Act and the Electricity Act and Regulations, and all applicable industry Health and Safety Codes of Practice, Standards and Guidelines.
- Establish achievable, measurable and challenging Health and Safety Objectives.
- Establish and maintain safe working practices and proactively manage workplace hazards.
- Promote the active involvement of all employees in workplace Health and Safety.
- Ensure that employees managing workplace health and safety have an understanding of Health and Safety management relative to their individual roles.
- Foster transparency, timeliness and honesty when reporting accidents ensuring they are accurately reported in a timely manner.
- Give priority to rehabilitation and an early return to work.
- Ensure that our company culture results in all employees committing to active participation in Health and Safety training and return to work programmes, adopting and actively contributing to safe working practices, hazard identification and promptly reporting accidents to maintain the highest standard in respect of their own Health and Safety and the Health and Safety of others.
- Distribute or sell only equipment that complies with applicable standards recognised in New Zealand

A B McLean
Chief Financial Officer
29th November 2017



M B McLean
Chief Executive Officer
29th November 2017



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COMMITMENT TO CUSTOMER SERVICE POLICY

Management will ensure that Excellent Customer Service underpins every aspect of Opritech business activities. We strive to deliver a 'Total Solution' and do so with 'Unparalleled Excellence'

In order to achieve this, Opritech will:

- Continually strive to deliver 'Excellence and Value' to our customers
- Partner with our customers to achieve mutually beneficial outcomes
- Anticipate and respond appropriately to the needs of our customers
- Develop trusted relationships with all clients
- Listen to customer needs and concerns and respond in a timely manner
- Treat all customers and their property with respect

More specifically we will:

- Respond to product requests within 2 hours
- Respond to service calls within 1 hour
- Provide catalogued product proposals within 8 hours
- Provide larger value or multiple item quotations in the shortest possible time
- Return calls and emails at the earliest time or at the agreed time
- Deliver goods and services within the time frame given to the customer
- Dispatch stocked goods the same day if the order is received before 2pm that day
- Give priority to urgent customer works and equipment break downs
- Deliver goods in whole and in good condition
- Make courtesy follow up calls after the delivery of goods and services

A B McLean
Chief Financial Officer
29th Jan 2019



M B McLean
Chief Executive Officer
29th Jan 2019



QUALITY POLICY

Management are strongly of the view that quality is the foundation of all Opritech's' business activities and are committed to meet or exceed customer and stakeholder expectations.

To achieve this we have developed and implemented a management system that meets the requirements of ISO 9001 (Quality Management Systems) and ISO 13485 (Medical Devices Quality Management Systems) and provides a framework for establishing and reviewing business objectives.

We are committed to reviewing and continually improving the effectiveness of the management system with the active participation of all staff to ensure its ongoing suitability, adequacy and effectiveness.

In Order to achieve this Opritech NZ Ltd will:

- Continually review and improve its Integrated Management System in order to meet or exceed the requirements of international quality standard certification ISO 9001
- Commit to develop and implement quality systems and maintain their effectiveness
- Establish measurable performance objectives that drive continual improvement
- Encourage all employees and contractors to pursue excellence in every aspect of our supply
- We will display leadership in delivering quality and certified medical equipment
- We will support our supply with quality back up and service

A B McLean
Chief Financial Officer
29th November 2017



M B McLean
Chief Executive Officer
29th November 2017




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