

Our Commitment to Quality

Our Leadership Commitments – the behaviors that make us Inizio – ensure that Quality is fundamental to how we serve our clients.

We work together to advance right-sized and effective systems and processes. We ask “What if?” and do the right thing to maintain compliance, cultivate issue identification and management, and enhance performance.

Inizio’s culture, behaviors, people, and processes collectively ensure service delivery excellence and ultimately patient wellbeing. Inizio strives to be the company of choice for our health and life sciences clients. We understand our client’s own Quality commitments and reflect this understanding as we serve them.

Our Policy & Its Scope

Aim of this policy

The aim of this policy is to ensure that Quality management systems of an appropriate scale are implemented across Inizio. The scope of our Quality management systems are always commensurate with the risks associated with the services Inizio’s businesses provide. As detailed in our Management System Standard, our systems incorporate regulatory and risk

management, operational excellence (through operations management processes), continuous improvement and issue resolution. This policy establishes what our people, leaders, and businesses do to meet these requirements.

Scope of this policy

Inizio’s Quality Policy applies and pertains to:

- All of our locations, divisions, businesses, and affiliates,
- All employees, contingent workers, and contractors, and
- Any service or product delivered to our clients or the patients we at times serve on their behalf.

Local precedence and business-level obligations

This policy establishes minimum requirements for Quality management within Inizio. Our businesses are empowered to introduce additional measures as and where required.

Accordingly, specific client and legal obligations must always be met and take precedence over this policy, the Management System Standard and associated processes.

What follows are specific Quality management responsibilities for our key internal stakeholders.

Group Risk & Compliance

Inizio’s Risk & Compliance function will:

- Develop and issue this Quality Policy and its associated Management System Standard,
- Guide, support and collaborate with Inizio businesses to further develop their Quality management systems,
- Work with Inizio businesses to define and implement Quality performance measures,
- Participate in business-level Quality management reviews,
- Conduct assessments and audits to assess the effectiveness of our Quality management systems, and
- Drive and support a positive, proactive culture of Quality and continuous improvement across our divisions and businesses.

Our Leaders and Managers

Inizio’s leaders and managers will:

- Foster a positive, proactive Quality culture,
- Ensure resources, competencies, and training to deliver the Quality policy and mandate,
- Establish and track Quality objectives to completion,
- Support the implementation of key Quality processes including those identified within Inizio’s Management System Standard,
- Oversee policy implementation and ensure business procedures and processes are adequate to optimize client service delivery,
- Ensure regulatory compliance in all jurisdictions and adherence to relevant professional codes of practice, and
- Assess the impact of business and service changes to their Quality management system and remediate any identified gaps.

Our People and Personnel

Employees, contractors, and other personnel working with Inizio will:

- Adhere to this policy and other relevant Quality management system procedures and processes,
- Complete training, including continued professional development where required,
- Be accurate and responsive to all Quality audits and inspections,
- Highlight, investigate and resolve any issues and complete corrective and preventive actions in timely manner,
- Identify and participate in initiatives to optimise systems and processes in support of continuous improvement, and
- Support business Quality performance monitoring by providing data in timely manner and supporting management review processes.

This policy, together with our Codes, Commitments, and Management System Standard form Inizio’s Quality framework. Please contact quality@inizio.health with any questions pertaining to the specifics of this policy or our framework.