

Quality Policy

Alere Healthcare Connections

Alere Healthcare Connections operates a nationwide service specialising in case management, industry-related medicals, preventative health schemes, health surveillance programmes, medical consultancy and high quality drug and alcohol testing services.

Alere Healthcare Connections is committed to maintaining the highest quality standards in all aspects of its work. Our Clinical Governance team comprises Senior Clinicians who are responsible for continually improving service provision.

We aim to achieve this by:

- Implementing a Quality Management System (QMS).
- Ensuring customer satisfaction and confidence by providing a service that meets or exceeds expectations for service quality and timely delivery of test results.
- Complying with relevant regulations and standards, including ISO 9001, RISQS (Railway Industry Supplier Qualification Scheme), SEQOHS (Safe, Effective, Quality Occupational Health Service), CBH (Constructing Better Health) and LUL (London Underground).
- Continual improvement of the Quality system by establishing and implementing services.
- Ensuring all Alere Healthcare Connections employees have a clear understanding of the Quality policies and procedures as well as regulatory requirements.
- Providing appropriate resources to all employees including safe facilities, equipment, training, tools and documentations.

Detailed quality objectives are set out in the relevant Procedures and Work Instructions.



Nick Breare, General Manager

22nd February 2018

Date