

QUALITY POLICY STATEMENT

MEDSHIELD MEDICAL SCHEME intends to maintain a position of excellence by providing World Class Healthcare Risk Management Services in all its activities and operations. We are committed to Quality through training, complying to and empowering staff to strive for continual efficiency and effectiveness.

The Management Team will achieve its objectives through consultation, involvement, participation and commitment of all stakeholders, thereby improving our business and operational processes.

We intend to achieve this excellence by:

- All activities and projects should meet or exceed quality requirements
- Increase the quality process within Medshield, to enable us to achieve new levels of productivity, quality and customer satisfaction
- Ensure good corporate governance, compliance to the Council of Medical Schemes and applicable requirements
- Meet the need of our customers that is stated, generally implied or obligated
- Continual communication to all stakeholders
- Investing in and increase the knowledge and experience of all employees
- Maintaining and continually reviewing and improving our Quality Management System that supports our business objectives and complies with the implementation of QMS based on the ISO 9001:2015 requirements.

- Exemplified through the Scheme Strategy and measured by the Service Level Agreement

The commitment of Continual Improvement by our people will lead to improved productivity and increased customer satisfaction. Quality of Services in every facet of our business will become a process that will not be compromised.

In order to realise this commitment, Medshield Executives will monitor and review its Quality Performance from time to time through the implementation of an effective Quality Management System based on ISO 9001:2015 Standard.

In conducting the business of a medical scheme, Medshield will collect and/or receive, process and share personal information with various third parties of applicants, members, healthcare professionals and brokers.

Medshield is obliged in terms of the law, and it undertakes to implement all reasonable steps to protect the personal information of any person.

We will ensure that our Quality Management System, Mission, Vision and Values is communicated to our stakeholders (staff, customers, partners and suppliers) and at all times strive to exceed their expectations.

Date: 11 February 2026



*Kevin Aron
Principal Officer*



*Robert Bennett
Chief Financial Officer*



*Glen Sikosana
Executive: New
Business Development*



*Angela Blackburn
Chief Operating Officer*



*Dr Wayne Riback
Chief Medical Officer*



*Setsooto Sihawu
Executive: Marketing &
Corporate Communication*



*Priscilla Rampathi
Executive:
Human Capital*