

QUALITY POLICY

Grizzly Medic Solutions B.V. (GM Solutions)

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The Netherlands

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1. Purpose and Scope

This Quality Policy describes how Grizzly Medic Solutions (hereinafter: GM Solutions) ensures the quality, safety, and continuity of its healthcare services. This policy has been established in accordance with the Dutch Healthcare Quality, Complaints and Disputes Act (Wkkgz), the Dutch Medical Treatment Agreement Act (WGBO), and the General Data Protection Regulation (GDPR).

This Quality Policy applies to all medical and paramedical services provided by GM Solutions, including:

- medical support at events;
- (inter)national operational and tactical medical deployments;
- medical training and advisory services;
- healthcare services provided by employees and self-employed contractors (freelancers) working under the responsibility of GM Solutions.

This policy forms the framework within which healthcare services are delivered and is supported by separate procedures, protocols, and regulations (including, but not limited to, the complaints procedure, incident management procedure, and privacy policy).

2. Vision on Quality

GM Solutions provides responsible, safe, and effective healthcare tailored to the context in which it is delivered. For GM Solutions, quality means:

- care that aligns with the care needs, risk profile, and operational environment;
- acting within legal frameworks and professional responsibilities;
- transparency, accountability, and continuous improvement.

The provision of good care is the central quality objective. Training, protocols, supervision, and evaluation are instruments used to achieve this objective.

3. Professional Standards and Protocols

3.1 Application of Protocols

GM Solutions performs all medical interventions in accordance with recognized and applicable professional guidelines and protocols. Depending on the nature of the care and the context, the following protocols may apply, among others:

- Dutch Event Care Standard (Veldnorm Evenementenzorg);
- TECC / TCCC guidelines;
- Guidelines issued by ERC, ASHI, and equivalent international organizations;
- National and international medical guidelines applicable to the specific procedure and operational environment.

For each assignment, it is determined which protocols apply. These collectively form the operational protocol framework.

3.2 Delineation of Competencies

For each healthcare provider, it is established:

- which procedures they are authorized to perform;
- within which limits they may act independently;
- when escalation or transfer to a physician is required.

This delineation is recorded in a protocol manual and/or assignment description and is actively monitored.

4. Healthcare Delivery and Medical Responsibility

- GM Solutions deploys only qualified and competent healthcare professionals.
- BIG registration (Dutch Individual Healthcare Professions Act) is verified where legally required.
- Paramedics and other healthcare professionals hold demonstrable, up-to-date certification and relevant experience.
- For medical activities abroad, GM Solutions operates under the medical oversight of a locally licensed physician.

The individual healthcare professional remains responsible for their own professional conduct within the agreed framework.

5. Careful Recruitment and Deployment of Personnel (Duty of Due Diligence)

GM Solutions complies with Article 4 Wkkgz by:

- verifying the employment history of employees and contractors;
- verifying diplomas, certificates, and registrations (including BIG registration or quality registers where applicable);
- verifying a valid Certificate of Conduct (VOG);
- recording agreements in an employment contract or service agreement;
- applying due diligence obligations when collaborating with external healthcare providers and physicians.

Training

- Employees are facilitated by GM Solutions to follow mandatory training; associated costs are borne by GM Solutions.
 - Freelancers are responsible for maintaining their professional competence; this obligation is contractually defined and monitored.
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6. Medical Equipment and Materials

GM Solutions uses professional medical equipment, including (but not limited to):

- ECG and cardiac monitors;
- Automated External Defibrillators (AEDs);
- Medical monitoring and support devices.

All equipment:

- is maintained in accordance with the prescribed maintenance schedule;
- undergoes periodic quality and safety inspections;
- is inspected by the supplier or a certified service provider.

Preventive maintenance and inspection records form part of the quality assurance system.

7. Incident Reporting and Handling

GM Solutions maintains an internal incident procedure in accordance with Article 11 Wvkgz.

7.1 Reporting of Incidents

Incidents may be reported by:

- healthcare providers;
- employees;
- clients or contracting parties.

Reports are submitted to the designated internal reporting point.

7.2 Handling

- Incidents are registered and investigated.
- Involved healthcare professionals and relevant experts are consulted.
- Improvement measures are determined based on the investigation.
- The reporter and relevant parties are informed of the outcomes.

In the event of serious incidents, violence, calamities, or professional misconduct, notification will be made to the Dutch Health and Youth Care Inspectorate (IGJ).

Incident data is processed in compliance with the GDPR.

8. Complaints Procedure

GM Solutions maintains a written complaints procedure in accordance with Articles 13–18 Wvkgz.

Key elements:

- Complaints are handled by an independent complaints officer.
- The complainant receives a substantive response within 6 weeks (extension of 4 weeks possible).
- The complainant may make free use of independent assistance.
- If no resolution is reached, the complainant may submit the dispute to a recognized disputes committee with which GM Solutions is affiliated.

The complaints procedure is documented separately and publicly accessible.

9. Record Keeping and Privacy (GDPR & WGBO)

GM Solutions processes personal data and medical data in accordance with the GDPR and WGBO.

- Consent for medical interventions is documented.
- Complaints, treatments, and medication administration are carefully recorded.
- Medical records are retained for 20 years in accordance with Article 7:454 Dutch Civil Code.
- Patients have the right to access and obtain copies of their records.
- Data is secured in accordance with NEN 7510 / ISO 27001 standards.

The privacy and data processing policy is documented separately and forms an integral part of the quality framework.

10. Confidentiality

All individuals involved in the provision of care or who have access to confidential information are bound by confidentiality obligations in accordance with Article 23 Wkkgz and applicable professional standards.

11. Quality Assurance and Improvement

GM Solutions ensures quality through:

- periodic evaluation of healthcare services;
- analysis of complaints and incidents;
- internal audits and policy adjustments;
- compliance monitoring with laws and regulations.

Improvement measures are documented and followed up.

12. Adoption and Evaluation

This Quality Policy is evaluated at least annually and amended where necessary to reflect changes in legislation, professional insight, or organizational developments.

Adopted by:
Management
Grizzly Medic Solutions B.V.