



Quality Charter / Policy Statement

1. Scope

This Quality Policy Statement applies to all Dr Sunshine activities, including supplier selection and sourcing, inspection of kit contents, assembly of Children's Comfort Kits, final approval, distribution to children and the collection and review of feedback. This ensures that quality is managed across the entire process.

2. Definition of Quality

At Dr Sunshine, quality means delivering safe, ethically sourced and consistently assembled Children's Comfort Kits that are suitable for a hospital environment, while reflecting care, transparency and social responsibility.

3. Dr Sunshine's Three Pillars of Quality

Pillar 1: Safety & Hygiene

Safety and hygiene are at the heart of every Comfort Kit produced. All items are brand-new, CE-marked and EN71-compliant (where applicable), ensuring they are suitable for use by children in a hospital environment. Kits are assembled using gloves on clean surfaces, with each item visually inspected for defects. Every kit is individually checked and signed off by the Quality Director to guarantee safety, hygiene and suitability, while prioritising the emotional well-being of each child.

Pillar 2: Transparency & Ethics

Transparency and ethical practice guide how Dr Sunshine operates as a social enterprise. Each Comfort Kit is individually numbered to create a clear audit trail, ensuring that every pre-purchased kit is fully assembled and delivered as promised. As a social enterprise, Dr Sunshine does not accept donations; instead, Comfort Kits are sold responsibly to fund impact. This approach ensures honesty, accountability and trust with all stakeholders.

Pillar 3: Consistency & Sustainability

Consistency and sustainability ensure that every Comfort Kit delivers the same standard of care while minimising waste and inefficiency. Kits are assembled using a standardised checklist to guarantee uniform contents, presentation and quality across all units produced. Sustainability is supported through careful planning, responsible sourcing and producing only what is required. This approach enables repeatable quality, responsible resource use and continuous improvement over time.

4. Quality Commitments

Dr Sunshine commits to implementing quality checks at key stages of the process, preventing defects rather than correcting them later, treating feedback as a quality control input and maintaining clear accountability for all quality-related decisions.

5. Roles & Accountability

The Quality Director, Giuseppe Ciliberti, oversees all quality and safety controls, supervises item inspection, assembly and final approval. All team members are required to follow agreed procedures and report any defects immediately.

6. Continuous Improvement

Dr Sunshine recognises that quality is a learning process. Customer and recipient feedback, inspection results and identified issues are reviewed in order to improve kit design, strengthen procedures and reduce future defects.

7. Approval

This Quality Policy Statement is approved and implemented by the Quality Director and the Dr Sunshine team.

Approved by Giuseppe Ciliberti – Quality Director

Yasmine Shawish – Managing Director

Elisabeth Schembri – Accounts

Amy Vukovic – Marketing

Gabriel Borg – Secretary

Date 27th December 2025