

Supplier Escalation Process & Policy Document

Overview
Renewed 2026-27

Introduction

At Freeway Medical, we value strong relationships with our suppliers and are committed to resolving any issues promptly and professionally. Our Supplier Escalation Process and Policy is designed to ensure that any issues relating to performance, quality, delivery, or communication with suppliers are addressed effectively. This process provides a clear framework for escalating concerns, ensuring accountability and prompt resolution.

Dispute Resolution

Where a dispute cannot be resolved through normal escalation, Freeway may use further management negotiation, mediation, professional advice or legal counsel as appropriate to the circumstances and contractual terms.

Business Continuity and Alternative Supply

Where supplier performance creates a material continuity risk, Freeway may consider contingency stock, alternative sources, temporary controls or other proportionate mitigation while corrective action is progressed.

Termination or Suspension

Where a supplier persistently fails to meet agreed requirements, presents unacceptable risk or fails to implement effective corrective action, Freeway may suspend further business or terminate the relationship in accordance with applicable contractual rights and notice requirements.

Communication and Supplier Development

Suppliers are expected to communicate openly and promptly during escalation. Where appropriate, Freeway will work collaboratively with suppliers to improve performance, strengthen controls and prevent recurrence.

Ownership and Authority

The relevant operational or purchasing owner is responsible for initial escalation and follow-up. Management is responsible for formal escalation and approval of significant commercial or sourcing actions. Senior management approves decisions with material contractual, customer, continuity or strategic impact.

Contact Information

For questions regarding the supplier escalation process, contact Freeway Medical on 01635 866 717 or the relevant purchasing / supplier-management contact.

Approval and Review

This Supplier Escalation Process & Policy is approved by the management of Chromis UK Ltd. Employees involved in supplier selection, purchasing, quality, operations or supplier management are expected to apply it as relevant to their role.

Policy reviewed: 28 September 2026

Next review: September 2027, or earlier following a significant supplier event or material change to QMS, contractual or regulatory requirements.

Signed on behalf of Chromis UK Ltd.

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Director / authorised signatory

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