

| Internal Audit Check list |                   |          |             |
|---------------------------|-------------------|----------|-------------|
| SALES AND MARKETING       |                   |          |             |
| Created:                  | 23/OCT/17         | Audit 16 |             |
| Revised:                  | 10 September 2021 |          | Page 1 of 6 |
| Audit Date                |                   | Auditor  |             |

| Company / ISO Section                | Criteria of ISO Section   | Auditor Comments / Issues |
|--------------------------------------|---|---------------------------|
| VST Ltd<br>ISO9001:2015<br>5.1.2     | <b>Customer focus</b><br>5.1.2 Customer focus<br>Top management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:<br>a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;<br>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;<br>c) the focus on enhancing customer satisfaction is maintained.                                  |                           |
| VST Ltd<br>ISO9001:2015<br>8.2.2     | <b>Determining the requirements for products and services</b><br>When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:<br>a) the requirements for the products and services are defined, including:<br>1) any applicable statutory and regulatory requirements;<br>2) those considered necessary by the organization;<br>b) the organization can meet the claims for the products and services it offers.   |                           |
| Viamed Ltd<br>ISO13485:2016<br>5.2   | <b>Customer focus</b><br>Top management shall ensure that customer requirements and applicable regulatory requirements are determined and met.  |                           |
| Viamed Ltd<br>ISO13485:2016<br>7.2.1 | <b>Determination of requirements related to product</b><br>The organization shall determine:<br>a) requirements specified by the customer, including the requirements for delivery and postdelivery activities;<br>b) requirements not stated by the customer but necessary for specified or intended use, as known;<br>c) applicable regulatory requirements related to the product;<br>d) any user training needed to ensure specified performance and safe use of the medical device;<br>e) any additional requirements determined by the organization |                           |
| Viamed Ltd<br>ISO13485:2016<br>7.2.3 | <b>Communication</b><br>The organization shall plan and document arrangements for communicating with customers in relation to:<br>a) product information;<br>b) enquiries, contracts or order handling, including amendments;<br>c) customer feedback, including complaints;<br>d) advisory notices.<br>The organization shall communicate with regulatory authorities in accordance with applicable regulatory requirements.   |                           |

|   | <b><u>QUESTION:</u></b>  | <b><u>RESPONSE</u></b> | <b><u>Y/N</u></b> |
|---|--|------------------------|-------------------|
| 1 | Review Last years Audit. Update processes if required.<br>Are all follow on Issue resolved satisfactory. |                        |                   |
| 2 | Are meetings carried out regularly. Go to Host meeting and check the last meeting.                       |                        |                   |

### List Processes Per Title

|  |                            |                          |                               |                           |                |
|--|----------------------------|--------------------------|-------------------------------|---------------------------|----------------|
| <b>IT Controller</b>   |                            |                          |                               |                           |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>        | <b>Risk</b>                   | <b>Action</b>             | Notes / Issues |
| <b>PROCESSID 7916</b><br>To check the webmaster tools to see our websites from googles point of view.<br>fix any errors it may flag up | 919<br>Managing Director   |                          | Freq 1<br>Risk 1<br>Overall 1 | Task<br>1M                |                |
| <b>Sales Controller</b>  |                            |                          |                               |                           |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>        | <b>Risk</b>                   | <b>Action</b>             | Notes / Issues |
| <b>PROCESSID 5884</b><br>Report generate to give a idea of the current and future sales and marketing.                                 | 388<br>Director 3 (Steve)  | 387<br>Managing Director | Freq 3<br>Risk 1<br>Overall 3 | Task<br>1M<br>Audit<br>3M |                |
| <b>PROCESSID 7909</b><br>To update the online GTIN / EAN13 databases of stock descriptions for peppol use                              | 893<br>Marketing Processes | 894<br>Managing Director | Freq 1<br>Risk 1<br>Overall 1 | Task<br>1M<br>Audit<br>6M |                |
| <b>PROCESSID 7931</b><br>Review any Logged Competitor Pricing  | 960<br>Managing Director   |                          | Freq 1<br>Risk 1<br>Overall 1 | Task<br>1M                |                |
| <b>PROCESSID 7949</b><br>Send Current Sales Project List to Relevant sales members   | 1029<br>Managing Director  | 1030<br>Office Processes | Freq 1<br>Risk 1<br>Overall 1 | Task<br>1M<br>Audit<br>3M |                |
| <b>Marketing Controller</b>  |                            |                          |                               |                           |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>        | <b>Risk</b>                   | <b>Action</b>             | Notes / Issues |

|  |                            |                            |                               |                     |                |
|--|----------------------------|----------------------------|-------------------------------|---------------------|----------------|
| PROCESSID <b>5886</b><br>Report generate to give a idea of the current and future sales and marketing. | 386<br>Marketing Processes | 387<br>Managing Director   | Freq 3<br>Risk 1<br>Overall 3 | Task 1M<br>Audit 3M |                |
| <b>UK Sales Controller</b>   |                            |                            |                               |                     |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>          | <b>Risk</b>                   | <b>Action</b>       | Notes / Issues |
| PROCESSID <b>5883</b><br>Report generate to give a idea of the current and future sales.               | 384<br>UK Sales Controller | 387<br>Managing Director   | Freq 3<br>Risk 1<br>Overall 3 | Task 1M<br>Audit 3M |                |
| PROCESSID <b>6888</b>  | 384<br>UK Sales Controller | 387<br>Managing Director   | Freq<br>Risk<br>Overall       | Task 1M<br>Audit 3M |                |
| PROCESSID <b>6898</b><br>To review the GHX Web Pricing   | 365<br>Marketing Processes |                            | Freq 3<br>Risk 2<br>Overall 6 | Task 1M             |                |
| PROCESSID <b>7920</b><br>To review Sales warning pages, highlights dropping in sales                   | 57<br>UK Sales Controller  |                            | Freq 1<br>Risk 1<br>Overall 1 | Task 1M             |                |
| PROCESSID <b>7927</b><br>To check Contract prices are still valid and within date                      | 944<br>Marketing Processes | 945<br>UK Sales Controller | Freq 1<br>Risk 1<br>Overall 1 | Task 1M<br>Audit 3M |                |
| <b>EX Sales Controller</b>   |                            |                            |                               |                     |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>          | <b>Risk</b>                   | <b>Action</b>       | Notes / Issues |
| PROCESSID <b>5873</b><br>To check through list of export distributors                                  | 204<br>EX Sales Controller | 379<br>Managing Director   | Freq 3<br>Risk 1<br>Overall 3 | Task 1M<br>Audit 3M |                |
| PROCESSID <b>5885</b><br>Report generate to give a idea of the current and future sales and marketing. | 385<br>EX Sales Controller | 387<br>Managing Director   | Freq 3<br>Risk 1<br>Overall 3 | Task 1M<br>Audit 3M |                |
| <b>EX Sales Force</b>  |                            |                            |                               |                     |                |
| <b>Process Scope</b>   | <b>Roll Task</b>           | <b>Roll Audit</b>          | <b>Risk</b>                   | <b>Action</b>       | Notes / Issues |
| PROCESSID <b>7926</b><br>Sales forecasts   | 58<br>EX Sales Controller  |                            | Freq 1<br>Risk 1<br>Overall   | Task 1M             |                |

|   |                              |                   |                               |                     |                       |
|---|------------------------------|-------------------|-------------------------------|---------------------|-----------------------|
|   |                              |                   | 1                             |                     |                       |
| <b>Accounts Processes</b>   |                              |                   |                               |                     |                       |
| <b>Process Scope</b>  | <b>Roll Task</b>             | <b>Roll Audit</b> | <b>Risk</b>                   | <b>Action</b>       | <b>Notes / Issues</b> |
| <b>PROCESSID 7921</b><br>To calculate, sales of the Oxygen Sensor Bags and the grey sensor housing,<br><br>This is no longer relevant as Envitec purchase the parts and have adjusted sensor prices to us | 931<br>Director 3<br>(Steve) |                   | Freq 1<br>Risk 1<br>Overall 1 |                     |                       |
| <b>Audits</b>   |                              |                   |                               |                     |                       |
| <b>Process Scope</b>  | <b>Roll Task</b>             | <b>Roll Audit</b> | <b>Risk</b>                   | <b>Action</b>       | <b>Notes / Issues</b> |
| <b>PROCESSID 7959</b><br>Audit to include Sales and Marketing Functions   | 1056<br>Company Secretary    |                   | Freq 1<br>Risk 1<br>Overall 1 | Audit 12M           |                       |
| <b>PROCESSID 7960</b><br>Audit for Sales and Marketing  | 1057<br>Company Secretary    |                   | Freq 1<br>Risk 1<br>Overall 1 | Task 12M            |                       |
| <b>Marketing Processes</b>  |                              |                   |                               |                     |                       |
| <b>Process Scope</b>  | <b>Roll Task</b>             | <b>Roll Audit</b> | <b>Risk</b>                   | <b>Action</b>       | <b>Notes / Issues</b> |
| <b>PROCESSID 40</b><br>To start the next years calendar.  | 41<br>Marketing Processes    |                   | Freq 1<br>Risk 2<br>Overall 2 | Task 12M            |                       |
| <b>PROCESSID 5870</b><br>Book our place at Arab Health if we decided on going   | 196<br>Director 3<br>(Steve) |                   | Freq 1<br>Risk 1<br>Overall 1 | Task 12M            |                       |
| <b>Office Processes</b>   |                              |                   |                               |                     |                       |
| <b>Process Scope</b>  | <b>Roll Task</b>             | <b>Roll Audit</b> | <b>Risk</b>                   | <b>Action</b>       | <b>Notes / Issues</b> |
| <b>PROCESSID 19</b><br>Ensure required leaflets are in stock  | 538<br>Marketing Processes   | 539<br>Goods Out  | Freq 4<br>Risk 1<br>Overall 4 | Task 1W<br>Audit 1M |                       |
| <b>PROCESSID 20</b><br>Ensuring mail shots are printed and sent   | 402<br>Marketing             | 403<br>Office     | Freq 4<br>Risk 1              | Task 1W             |                       |

|  |                               |                               |                                  |                           |  |
|--|-------------------------------|-------------------------------|----------------------------------|---------------------------|--|
|  | Processes                     | Processes                     | Overall<br>4                     | Audit<br>1M               |  |
| <b>PROCESSID 21</b><br>Ensuring office job list is being updated and completed   | 570<br>Marketing<br>Processes | 534<br>Managing<br>Director   | Freq 4<br>Risk 1<br>Overall<br>4 | Task<br>1W<br>Audit<br>1M |  |
| <b>PROCESSID 7925</b><br>Providing Feedback to ebay customers  | 939<br>Office<br>Processes    | 940<br>Marketing<br>Processes | Freq 1<br>Risk 1<br>Overall<br>1 | Task<br>1W<br>Audit<br>1M |  |
| <b>PROCESSID 7947</b><br>There should be at least two sets of orders on the system. Sales orders from JJ-CCR for this current month and next month, as well as the corresponding production orders.<br><br>If there are just two orders, send a VST email to Jan Petersen (jp@jj-ccr.com) at JJ-CCR asking if he wishes to place any additional orders for subsequent months.<br><br>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time.   | 1026<br>Office<br>Processes   | 1027<br>Director 3<br>(Steve) | Freq 1<br>Risk 1<br>Overall<br>1 | Task<br>1M<br>Audit<br>3M |  |
| <b>PROCESSID 7948</b><br>8010006 – rEVo oxygen sensor orders<br><br>There should be at least two sets of orders on the system. Sales orders from r-Evo for this current month and next month, as well as the corresponding production orders.<br><br>If there are just two orders, send a VST email to Pieter Decoene (Pieter@revo-rebreathers.com) at rEvo asking if he wishes to place any additional orders for subsequent months.<br><br>We should be aiming for at least 2 to 4 scheduled orders on the system at any one time. | 1028<br>Office<br>Processes   |                               | Freq 1<br>Risk 1<br>Overall<br>1 | Task<br>1M                |  |
| <b>PROCESSID 7950</b><br>Envitec oxygen sensor parts stock check<br><br>Check to see whether in the past 6 weeks Envitec (Honeywell) have ordered any parts to used in the production of 8010004 R17JJ-CCR oxygen sensors. If no sales   | 1031<br>Director 3<br>(Steve) | 1032<br>Managing<br>Director  | Freq 1<br>Risk 1<br>Overall<br>1 | Task<br>1M<br>Audit<br>3M |  |

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| orders have been processed, please send a reminder email to:        |  |  |  |  |  |
| Felix.Krellenberg@honeywell.com<br>cc. Jessica.Wagner@honeywell.com |  |  |  |  |  |