

## EVENSURE MANAGEMENT LIMITED QUALITY MANAGEMENT MANUAL ~ EML 100

### Client Commitment (Quality Policy)

Evensure Management Limited **has elected** to operate a formal Quality Management System (QMS) for **ALL** activities undertaken, that complies with the requirements of:

**ISO 9001:2015, 'NSI Passport Specification 01/17/LM', BS 7499, BS 7858 & BS 7984**

The **purpose of this** is to provide a framework that assists with both effective and efficient operational management, and to ensure that all related requirements are (client, regulatory or legal), suitably addressed and monitored.

This **system applies** to all aspects of operation from initial contact with Clients, and continues right through to successful provision of the involved 'services', thereby addressing both **Client needs and expectations**.

All staff, from senior management down, needs to be actively involved and **committed** to this at all times for this approach to benefit and work for the business.

As a result, system compliance should be fundamental in all work undertaken and practiced daily in all activities, wherever the "work environment" may be.

The **Quality Policy** for **Evensure Management Limited** is:

**"To provide Clients with a reliable and professional service that gives total reassurance and confidence at all times".**

Within this, Evensure Management Limited aim to provide best practice industry standards, resulting in a dedicated professional service to our Clients.

To assist in realising this policy in practice, supporting quality objectives have been determined, are monitored for achievement and consequently used to drive improvement initiatives relating to the effectiveness of the Quality Management Manual and the supporting Quality Management System Procedures where appropriate.

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This policy is to be:

- Communicated to ANY NEW staff upon appointment, during initial training
- Advised to existing staff by way of discussion/training and/or copy issue
- Permanently displayed on the Company premises It may also be

supplied to Clients with specifications.

Consequently, it is important that ALL staff fully understands and attempts to comply with this policy at all times.

**EVENSURE – MANAGEMENT MAKING THE DIFFERENCE**

