

EMCS Quality Management Policy

Clause 5.2, 8.2.1, 9.1.2

Introduction

This EMCS Quality Management Policy and associated Quality Manual and Quality Management System (QMS) demonstrates and documents EMCS commitment to maintaining a high level of quality and strong customer service, is focused on its customers, and fosters continual improvement.

Within the maritime sector, safety, of our workers and those around them, is EMCS first and main priority. EMCS is guided primarily by Maritime Law, STCW and MLC2006 requirements and regulations. EMCS endeavours at all times to fulfil its legal obligations and to keep up to date with the latest developments and changes to regulations within the maritime industry.

As an Isle of Man Registered Company, EMCS policies and contracts are drafted in accordance with the laws of the Isle of Man.

Quality Objectives

- EMCS set specific quality objectives on an annual basis, based on the following framework:
- Always place our clients' interests at the heart of any decision-making
- Be contactable, available and responsive at all times
- Maintaining a high level of safety and safety awareness whilst minimising the number of accident, incidents and "near misses" for our workers
- Maintain the highest level of quality, workmanship and service for our labour supply, consultancy and inspection services and for the management and delivery of the Ship Superintendents' Training Course
- Encourage frank feedback on EMCS individuals and service, and record it appropriately with investigation and follow up on negative feedback with corrective actions as necessary

Continual Improvement

EMCS continually look for ways to improve itself and the QMS for the betterment of our clients and our partners. We welcome any feedback and commit to continual learning and improving. We collate feedback on the client side from our worker feedback forms, client meetings and any direct feedback sent via email.

Our workers are given the opportunity to comment and air any grievances or issues according to our Grievance and Complaints Procedure (which is drafted according to MLC2006).

If you wish to submit feedback, please email us on enquiries@emcs.co.im

This policy should be updated during any review/revision of the QMS and formally on an annual basis.

Policy availability

The Quality Management Policy is available on our website www.emcs.co.im as well as available on request. It is displayed in a clearly visible position in the EMCS Office and is part of the EMCS Quality Management Manual.