

# EMCS Quality Management Policy (ISO 9001:2015 – Clause 5.2)

## Introduction

EMCS International Limited is committed to maintaining a high level of quality, safety, and customer service across all areas of its operations. Our business places safety as the first priority, is focused on meeting customer requirements, and promotes a culture of continual improvement.

Operating within the maritime sector, EMCS is guided by applicable statutory and regulatory requirements, including Maritime Law, STCW, and MLC2006. We are committed to complying with all relevant legal and regulatory obligations, as well as the requirements of ISO 9001:2015, and to continually improving the effectiveness of our Quality Management System (QMS).

As an Isle of Man registered company, all EMCS policies and contracts are aligned with the laws of the Isle of Man.

## Commitment

Top management is fully committed to the implementation, maintenance, and continual improvement of the Quality Management System. This includes ensuring that adequate resources are available, that responsibilities are defined and understood, and that the system achieves its intended outcomes.

EMCS is committed to:

- Meeting customer requirements and enhancing customer satisfaction
- Providing safe, reliable, and high-quality services
- Maintaining compliance with applicable statutory and regulatory requirements
- Continually improving the effectiveness of the Quality Management System

## Quality Objectives

EMCS establishes measurable quality objectives on an annual basis. These objectives are defined, monitored, and reviewed within the Quality Management Manual and are aligned with this policy.

This policy provides the framework for establishing and reviewing quality objectives, which are focused on:

- Placing client interests at the centre of decision-making
- Ensuring responsiveness, availability, and effective communication
- Maintaining a high level of safety and minimising incidents and near misses
- Delivering high standards of workmanship and service across all activities
- Capturing, reviewing, and acting on feedback to drive improvement

### **Continual Improvement**

EMCS is committed to continually improving its services, processes, and Quality Management System. Improvement is driven through:

- Customer and worker feedback
- Internal and external audits
- Management review processes
- Corrective actions and root cause analysis

We actively encourage feedback from clients, workers, and partners and use this information to enhance performance and service delivery.

### **Communication and Availability**

This Quality Management Policy is communicated to all employees and relevant interested parties. It is:

- Available within the Quality Management Manual
- Displayed within the EMCS office
- Available on request and via the company website

The policy is reviewed annually, or more frequently if required, to ensure its continued suitability and effectiveness.

Signed:



Managing Director

Date: 26.03.2026