



EvaStore Limited - QUALITY POLICY

EvaStore Limited (ESL) aims to provide defect-free services to its customers on time and within budget.

ESL operates a Management System that meets the requirements of BS EN ISO 9001:2015 certification, including aspects specific to the provision of an off-site document storage facility and archiving services. ESL is committed to meet its customer requirements and expectations by the processes described within this Management System.

The overall intent of these processes is to provide **“Secure document management services, encompassing document destruction to BS EN 15713:2009, document storage and scanning to BS 4971:2017”**.

The Management of ESL is committed to:

1. Develop and improve the Management System
2. Continually improve the effectiveness of the Management System
3. The enhancement of customer satisfaction.

The Management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
2. Communicate throughout the company the importance of meeting customer needs and all relevant statutory and regulatory requirements;
3. Establish the Quality Policy and its objectives;
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
5. Ensure the availability of suitable and satisfactory resources.

The structure of the Management System is defined in the Management Systems Overview document.

As a means of communicating the Management System and ensuring its continued effectiveness, this Quality Policy will be made available to all members of staff along with all other relevant information, updates and outcomes of monitoring and reviews, in accordance with individual roles and responsibilities.

All personnel are required to understand the overall intents of this Quality Policy and abide with the management system processes that are applicable to their role.

ESL complies with all relevant statutory and regulatory requirements.

ESL constantly monitors its quality performance and implements improvements when appropriate.

As part of the Management System, this Quality Policy is regularly reviewed to ensure its continuing suitability.

Signed:
Managing Director

Date: 31/01/2018