

QUALITY POLICY STATEMENT

elitegroup.im ('Elite Group Isle of Man') are committed to ensure the highest level of customer service in all of its activities and recognises the need to ensure consistency and best practice throughout the Organisation.

To this end we have established an internationally recognised Quality Management System compliant to the ISO 9001:2015 standard which will drive towards continuous improvement in all areas of the business including:

- Customer Care
- Compliance with applicable Laws and Regulations
- Supply Chain Management
- Training and Development
- Setting Quality Objectives and establishing both Internal and External Auditing Systems to ensure compliance to the Standard

This policy is communicated to all staff members through the Quality Manual, training and to other interested parties through notice boards and the Company website/marketing media.

Signed:

Position:

Date: