



### ❖ Quality Policy

Consultation Manager is a global knowledge sharing platform, used on more than 2000 projects internationally. Although we think big, our team remains small, and our clients at the forefront of everything that we do. Our work is underpinned by our shared values, which speak to the way we see ourselves, our product, our clients and our future.

The Key Principles underpinning our Quality Policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a management system that complies with the requirements of the International Standard ISO 9001:2015.

Our quality objectives are to:

- Consistently and efficiently delivery services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and integrated management system

Our Quality Policy is applicable to our Senior Management, all employees and contractors and to any person or organisation that represents us as well as all suppliers in the conduct of their activities for and on our behalf.

This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Consultation Manager.

Andrew McKay  
Co-Founder and Director

24/11/16.  
Date

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**❖ Information Security Policy**

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The security of information in all its forms is of the utmost importance to Senior Management. We acknowledge that as an organisation, we can minimise information security risks through the preservation of confidentiality, integrity and availability of information. This gives confidence to interested parties that risks due to potential incidents are adequately managed. Our ultimate goal to continually improve IMS performance within the business.

In order to achieve this, the following information security objectives have been established:

- Strategic and operational information security risks is understood and treated to be acceptable to Consultation Manager
- The confidentiality of client information, product development and marketing plans is protected
- The integrity of company records is preserved
- Public web services and internal networks meet specified availability standards

To achieve these objectives, we shall act to:

- Communicate this policy to all existing employees and to new employees upon commencement
- Comply with all legislative and other requirements which are relevant to Consultation Manager
- Make our commitment information security and confidentiality visible to all interested parties
- Maintaining an IMS which meets the requirements of ISO 27001:2013.

This policy, together with the objectives and targets set, will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations of Consultation Manager.

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Andrew McKay  
Co-Founder and Director

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