

# Group Integrated Management System Policy



## Together

We are **Clemark Group**,

Registered in England & Wales under **Associate Enterprises Limited** and including all wholly owned subsidiaries. We also trade as Assent, Lorators, Clemark.

Our integrated management system covers the provision of consultancy, auditing, training, creative, technology and other professional services delivered in-person and remotely to ensuring the quality of products/services and the security of all information.

## Our Compliance Team

To run our IMS effectively, achieve our objectives and operate in line with our principles, we've established a **Compliance Team** consisting of delegates from across our group, and key external parties.

You can contact our compliance team at any time via our [Together Portal](#).

## Our Risk Management Programme

We take a **risk-based approach** across the group which informs everything we do.

Our **risk management framework** has been designed using best practices including the international principles of ISO 31000 and considers threats to quality of service, the environment, health & safety, wellbeing and information security.

We take actions to manage these risks, while balancing our risk appetite to enable us to take advantage of opportunities that are consistent with our core principles.

The risk management programme is reviewed by risk-owners, the compliance team and the board of directors on a regular basis.

## Our Objectives Programme

Taking advantage of all the data at our disposal, we have established objectives throughout the group and in each compliance area to drive continual improvement.

Every objective has a target and is measured to ensure it delivers tangible results.

Check our Together Portal for details.

## Communication & Awareness

We believe in our Integrated Management System and to make it a success we train, communicate and generally make everyone aware via our Together Programme. We believe this should include our employees, customers, suppliers and any other interested party.

**Our Employees** complete awareness training as part of their induction into the company, as well as being issued the company handbook.

**For Customers** we run an annual survey called *the journey project* where we invite honest and open feedback and publish the results on our Together Portal.

**Contractors** who work on our behalf are engaged in the programme and agree to the relevant policies.

**Suppliers** who have a significant impact on our activities will complete our due diligence process that includes a commitment to comply with this and other relevant policies.

**Any other interested party** can access our Together Portal to find out more!

## Legal, Contractual & Other Requirements

We are committed to complying with all relevant legislation, contracts and any other relevant requirements in all the places we operate.

We monitor these requirements using our own Assent Information Services platform and conduct regular compliance evaluations.

## Continual Improvement

We always strive to do better.