



Quality Policy

Statement

E&M Lifts Ltd (the "Company") is a UKAS certified ISO9001:2015 customer focused mobility specialist. Our mission is to enhance independence and quality of life through the supply, installation, service, and maintenance of mobility solutions that are safe, reliable, and tailored to our clients needs.

We are committed to providing a high-quality service that exceeds customer expectations and to continually improve our systems, products, and performance.

Scope

This Quality Management System covers the supply, installation (excluding design), servicing and maintenance of through-floor lifts, stairlifts, ceiling track hoists, and other mobility aids. Our services are delivered to residential customers, housing associations, and care homes.

Commitment & Quality Objectives

E&M Lifts Ltd is committed to:

- ⇒ Maintaining compliance with ISO9001:2015 and continually improving our QMS
- ⇒ Ensuring customer satisfaction by actively seeking and acting on feedback
- ⇒ Conducting regular management reviews and internal audits
- ⇒ Investing in employee development, CPD, and cross-training
- ⇒ Enhancing operational efficiencies through digital systems and platform improvements
- ⇒ Expanding services to include new products and regions while ensuring consistent quality
- ⇒ Reducing environmental impact and promoting sustainable practices
- ⇒ Strengthening our supply chain and waste management practices
- ⇒ Enhancing our online presence and marketing effectiveness
- ⇒ Reviewing appropriate data to establish

Implementation

This quality policy is communicated to all employees and will be reviewed at least annually to ensure its continuing suitability and effectiveness.

This policy is supported by the E&M Lifts Ltd Quality Management System and should be read in conjunction with the QMS Manual and documented QMS procedures.

Signed and dated

A handwritten signature in black ink, appearing to read 'Robert Evans', is positioned below the 'Signed and dated' heading.

Robert Evans - Managing Director

07th January 2026