



**MANUAL
ISSUANCE NO. 2**

ISO 9001:2015

QUALITY MANUAL

Page: 5.2.1-1/3

Section 5.0 **LEADERSHIP**
5.2 **QUALITY POLICY**

Effectivity Date:

June 1, 2019

Subsection: 5.2.1
ESTABLISHING THE QUALITY POLICY

Revision No.
6

I. POLICY

Corporate Guarantee shall observe, adapt and adhere to the corporate Mission-Vision Statement of the Laus Group of Companies (LGC).

God willing, we shall transform the Laus Group from a good to a great company.

To achieve this:

We shall embrace Customer Satisfaction as our way of life

We shall strive to be an innovative, professional, dynamic and competitive business enterprise

We shall endeavor to be the preferred supplier of vehicles, products and services

We shall provide employees with opportunities for personal and professional growth

We shall seek to be looked upon by our business partners with trust and respect

and

We shall remain conscious of our social responsibility and our role in community development and nation building


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Page: 5.2.1-2/3

Section 5.0 **LEADERSHIP**
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Effectivity Date:

August 1, 2020

Subsection: 5.2.1
ESTABLISHING THE QUALITY POLICY

Revision No.
3

Commitment of CG's management in achieving the Laus Group of Companies (LGC) Mission / Vision is stated in the company's Quality Policy below.

Corporate Guarantee VISION

Corporate Guarantee shall observe, adapt and adhere to its vision.

CG: A Learning Organization driven by people, who are dynamic, united and committed towards the achievement of 1.3 Billion net worth in 2022.

Quality Policy

We at Corporate Guarantee pride ourselves in providing quality non-life insurance products and services that enhance customer satisfaction.

We do this by meeting customer, statutory and regulatory requirements, and by continuously reviewing and improving the effectiveness of our processes and quality objectives through our competent and committed management team and employees.

The Quality Policy will serve as a basis in developing the quality objectives and processes in the QMS. The Quality Policy is communicated to employees during orientation and training and by strategically displaying it throughout the company's main office and branches. Quality Policy of CG is controlled by including it in this manual and being reviewed for suitability in every Management Review meetings.

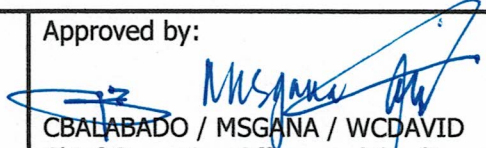
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1

In implementing the established quality objectives, CG will be guided by the Corporate Values of the Laus Group of Companies (LGC).

In our quest to transform the Laus Group from a good to a great company, we will continue to be guided by the following corporate core values:

- **Customer Satisfaction**
- **Honesty and Integrity**
- **Hardwork and Productivity**
- **Efficiency**
- **Social Responsibility**

II. APPLICATION

All Departments/Personnel

III. REFERENCES

Department Quality Objectives
Quality Plan
Management Review Minutes of the Meeting

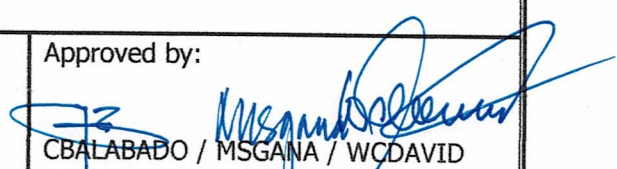
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DOCUMENTED PROCEDURE

Page: 1.03-1/3

**MANUAL
ISSUANCE NO. 2
ISO 9001:2015**

Section 1.0
INTRODUCTION

Effectivity Date:
May 28, 2019

Subsection 1.03
USER'S GUIDE

Revision No.
3

This Manual has been designed and formatted to be as user-friendly as possible. The following are helpful guides to whoever shall use this manual.

- 1.0 The Table of Contents shows the Section/Subsection and the corresponding page number which can be used to facilitate the search for any desired topic. The sections and subsections are arranged and numbered in sequential order.
- 2.0 The Manual is divided into eight (8) sections. The sections are further divided into subsections. The Table of Contents also shows the subsections under each section.
- 3.0 The following are the descriptions of the eight (8) sections of this Manual:

Section 1.0 Introduction

This is the preliminary section and contains the Foreword, the Objectives of the Manual and User's Guide. This section tells what the manual is all about.

Sections 2.0, 3.0, 4.0, 5.0, 6.0, 7.0, 8.0 - Procedures

These sections contain the procedures of **Corporate Guarantee (CG)**. The procedures are written in narrative form and some in flowcharts to simplify the complicated procedures with several decision or verification processes. The following figures are used in the flowchart:



- 4.0 All pages of this Manual have the same format except for the Title Page and the section dividers.
- 4.1 The Header contains the name of the organization implementing the ISO 9001:2015 Quality System Standards, the section and the subsection number and title of the particular subject discussed, the page number, the revision number and the date of effectivity.

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DOCUMENTED PROCEDURE

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4.2 The Footer contains the names and signatures of the persons who prepared, reviewed and approved the particular subsection page. It also contains the date when the page was prepared, reviewed and approved.

5.0 The page number (n1.n2 – n3/n4) located at the right topmost side of the Header represents the following:

- n1.n2 = the Subsection Number or Section Number if there is no subsection
- n3 = the sequential page number in a subsection or the sequential page number in a section if there is no subsection
- n4 = the total number of pages in a subsection or section

6.0 The Effectivity Date shows the date when the subject stated in the document is to take effect.

7.0 The revision number states how many times the page has been revised with number "0" indicating the first issue.

8.0 The original copy (hard copy) of this Manual shall be issued to the Document Controller. All other users in the Head Office and the Branches shall access their copies thru the Local Area Network (LAN).

9.0 The procedure code (AAA-NN-XX) refers to the alphanumeric reference of the procedure where:

- AAA - Department
- NN - Clause Number
- XX - Sequential Numbering of Procedure

In those procedures that are common and applicable to all Departments, or those that are directly related to ISO processes or administrative activities:

AAA - **CG**

10.0 Department Heads should ensure that the contents of this manual are internalized by all staff of their respective department and that all policies stated are implemented and maintained.

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Page: 1.03-3/3

Section 1.0

INTRODUCTION

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USER'S GUIDE

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2

- 11.0 All employees of **Corporate Guarantee** are expected to keep the Manual strictly confidential and only for the exclusive use of **CG** personnel.
- 12.0 This Manual shall be updated regularly. Upgrading of manual issuance is done if there is a major change in the standards.
- 13.0 The referenced ISO standard at the header of the page shall be changed to the new version only when a change is made on the contents of that page.

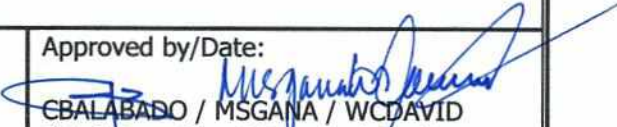
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