

# Commitment to Quality 2020

## Vision

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To be a leading provider of engineering solutions, risk analysis, risk management, and fire safety to clients throughout the world.

Engineering Planning and Management is committed to delivering high quality, cost-effective solutions to assist clients in addressing regulatory compliance challenges and risk management, improving safety and efficiency, and reducing risk at their facilities.

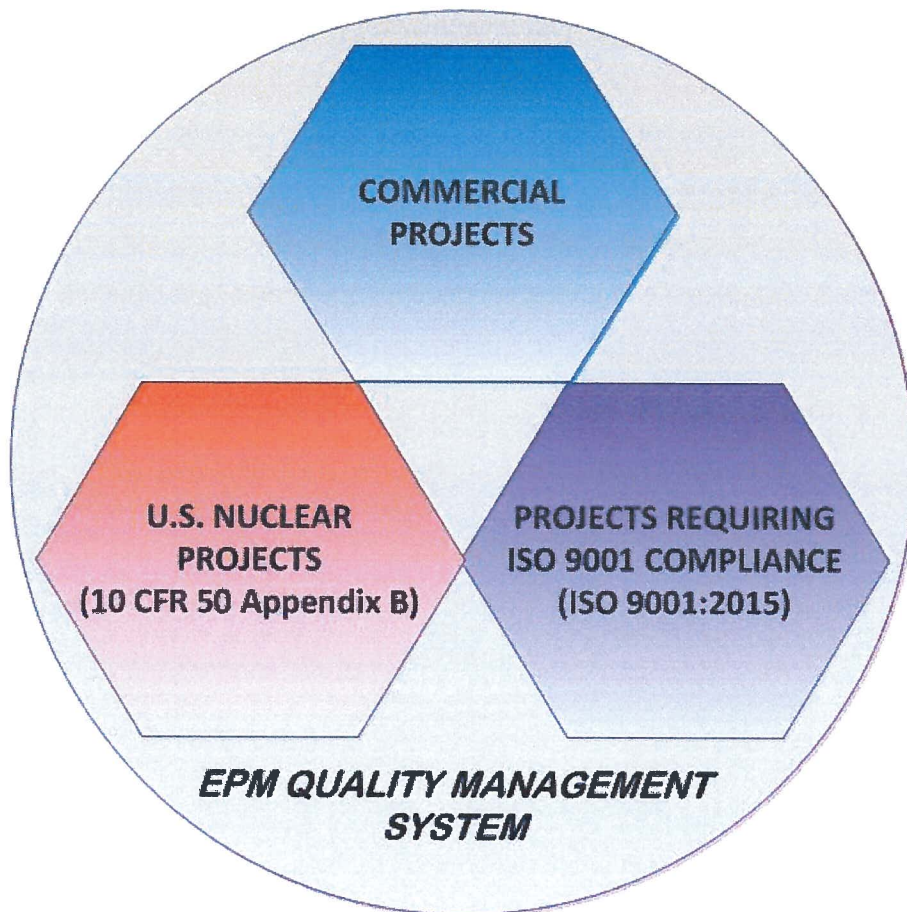
In order to realize this goal, EPM has established a Quality Management System.

EPM's Quality Management System is based on the principles of:

- *Compliance to regulations*
- *Safety*
- *Customer satisfaction*
- *Respect for employees and customers*
- *Continuous improvement*

EPM's Quality Management System is realized through the application of a 10 CFR 50 Appendix B Quality Assurance Program and an ISO 9001:2015 based Quality Management Program.

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### ***Operational Excellence***

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EPM's success is reflected in quality, technical, contractual, and financial performance.

- *Quality performance is reflected in customer satisfaction, meeting established metrics, and continuous improvement.*
- *Meeting contractual commitments is essential. This is achieved through focus on customer requirements, schedules, and technical knowledge and industry experience.*
- *Achieving self-imposed financial goals allows the freedom to develop existing markets and expand into new markets.*

### ***Promote EPM's Identity and Market Differentiation***

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Future success is based on leveraging past success to develop new products, new customers, and new markets while maintaining and strengthening existing markets and customers. EPM's Quality Management System is essential to realizing this success.

### ***Human Capital***

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Human capital is the source of EPM's past success and future realization. Hiring industry leaders, developing existing talent through training and mentoring, and applying the appropriate technical, project management, and managerial talent to each project is essential to EPM's goals and to the reduction of risks.

***This policy is reviewed at least annually for relevance, effectiveness, and implementation.***



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Robert Kalantari  
President & CEO

*This policy is shared by EPM Management.*

