

**Responsibilities:**  
The Managing Director has responsibility for effective communication of this system.

High Level Process

START

**Communication Methods**  
The Managing Directors of Estate Insurance Group is responsible for effective internal communications.

**What will be communicated**  
The Managing Director will determine what will be communicated, when to communicate issues.

**With whom to communicate**  
The Managing Director will determine with whom the business will communicate

**How to communicate**  
The Managing Director will determine the best methods of communication

**Who Communicates**  
The Managing Director will determine who communicates what information.

END

Operating Instruction

Refer to the integrated management system Annex SL

The Managing Director issues the QMS & associated policies

ISO9001 2015 7.4  
The organisation shall determine the internal & external communications relevant to the QMS