

Quality Management Policy

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QUALITY MANAGEMENT POLICY

INTRODUCTION

ES GLOBAL is a lead contractor for major events and projects around the world, designing and delivering relocatable architecture and structures.

The projects we deliver tend to be extraordinary: milestone moments that live long in the memory. The structures behind the scenes are just as enduring, morphing from project to project and site to site to fit the exacting, often time-critical needs of our clients. Employing infinitely adaptable, reusable components, world-leading technical expertise and a show-must-go-on mindset, we find ways to hit our mark, on time, whatever the obstacles.

We bring the same approach to every project, from one-night-onlys to record-breaking residencies. Our experience in the sustainable staging of music, sports, cultural and corporate events means we're sought out at the earliest stages of projects by clients and creative partners. Not just to design and fabricate the best possible solution, but to see the project through from concept to opening, so that what is delivered is exactly what was hoped for.

We set the scene for the extraordinary, as promised, and deliver the impossible, as planned.

SCOPE

The Company is committed to providing a high quality professional service, at all times, by operating the Company's ISO 9001:2015 Quality Management System (QMS).

All the Company's employees work in accordance with the procedures detailed in the QMS.

OBJECTIVES

Through the operation of the QMS, we are committed to achieving the clients' requirements by completing our services:-

- Safely;
- On time;
- To budget, including variations;
- To the agreed specification;
- Profitably;

The object of the QMS is to enable continuous improvement of our systems and services, resulting in the reduction of cost of meeting client requirements. We endeavour to 'get it right first time' thereby ensuring customer satisfaction and maximum

profitability for the Company.

All employees are trained in the operation of the QMS.

All incidents where the specified requirements are not achieved and/or the customer has a complaint about our service, and/or defects are reported, are investigated and rectified promptly.

Within the Company, the implementation and effectiveness of the QMS is reviewed at management meetings.

RESPONSIBILITIES

The Joint Chief Executive Officers are responsible for implementing, updating and improving this policy.

The company prides itself on being a leading player in the provision of staging and trucking solutions for all forms of live events, temporary de-mountable building solutions, event overlay and project management along with trucking services on a global basis.

Solving problems is central to our business and a true evocation of our brand in terms of our vision and values.

If printed, the information in this document is correct as of date published. However, policies are updated regularly and readers should make themselves aware of the latest and current version of this policy which is kept online. All Policy Documents shall be governed by the laws of England and the parties shall submit to the exclusive jurisdiction of the Courts of England and Wales.