

Quality Management Policy

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Original Publish Date: 01 Dec 2020, **Owners:** Marilla King-Smith, **Internal Policy Stage:** Live

SCOPE

- The Scope, Exceptions and Compliance of this policy shall be as defined in the relevant sections of the [ES Global Policy Framework \(https://esglobal.staff.wiki/301,Page,es_global_policy_framework,KB.aspx\)](https://esglobal.staff.wiki/301,Page,es_global_policy_framework,KB.aspx).
- This policy applies to employees, workers, interns and apprentices and contractors at all sites we operate.
- This policy is not contractual but outlines the way in which ES Global aims to meet customer expectations and ensure consistent product and service excellence.

COMMITMENT

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. Through the effective 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;

OBJECTIVES

To support this commitment, the Company sets the following quality objectives:

- Meet and exceed customer expectations
- Ensuring full compliance with all applicable statutory, regulatory, and contractual requirements
- Driving continual improvement across all processes, services, and operational practices
- Aligning quality objectives with the Company's strategic direction and long-term goals
- Engaging and involving all stakeholders to enhance quality performance and support ongoing improvement

POLICY STATEMENT

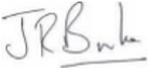
The Company is committed to operating an effective Quality Management System (QMS) that drives continuous improvement across our systems and services. The objective of the QMS is to enhance efficiency, reduce the cost of meeting client requirements, and ensure we consistently "get it right first time," thereby achieving high levels of customer satisfaction and maximising profitability.

To maintain the integrity and effectiveness of the QMS, its performance is reviewed regularly at management meetings to ensure it remains robust, efficient, and aligned with our strategic direction and long-term goals. This policy is communicated to all employees and made available to relevant stakeholders. All employees are trained in the operation of the QMS and are expected to follow its procedures in the delivery of our services.

ESGLOBAL

The Company is committed to promptly investigating and rectifying all incidents where specified requirements are not met, where customer complaints arise, or where defects are identified. This approach ensures that issues are addressed swiftly and that lessons learned contribute to ongoing improvement.

We take pride in being a leading provider of staging and trucking solutions for live events, temporary demountable building systems, event overlay, project management, and global trucking services. Solving complex challenges is central to our business and reflects our brand, vision, and values. Our commitment to quality underpins every aspect of our operations and supports our reputation for reliability, innovation, and excellence.

Signed by  Jeff Burke Joint CEO

Signed by  Olly Watts Joint CEO

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