

# Quality Policy 2017

## Overview:

GL events UK are experts in the design and installation of temporary structures, modular buildings and marquees and also leads the field in the manufacture, installation, hire and sale of tiered seating and can also supply a total infrastructure solution for all events.

Our facilities provide an efficient, flexible, economic working environment, in compliance with all environmental regulations, legislation and approved codes of practice which are part of the quality and service culture recognised nationally and internationally from the GL events Group.

## Quality Commitments:

Satisfying and surpassing the expectations of our customers by the supply of products and services that consistently meet their requirements and maintaining excellent customer relationships

Customer satisfaction is a core value of our business

Customer requirements are fully understood and met at all stages

We have the resources and skills to meet to meet all of our customers' requirements

All work is carried out to defined standards and processes focussed around ISO 9001 requirements by a competent, trained, quality focussed workforce

We are continually improving our systems and processes – to benefit both our customers and ourselves

Within our annual plans, we establish relevant and measurable business objectives reviewed frequently to ensure achievements and progress are met and maintained

Any complaints are fully investigated and dealt with efficiently and promptly

Senior management ensure this policy and its objectives are communicated and understood throughout the organisation and that an ethos of quality is promoted throughout the business.

Signed by:

A handwritten signature in blue ink, appearing to read 'S. Jameson'.

Date: 01/10/2016

Scott Jameson

(MD)