



It is the policy of ESS Modular and Spatial Initiative that our quality management system policy (QMS) is in compliance with the requirements of ISO9001:2015 and that our operations are conducted within the demands of our QMS, all customer contractual obligations and the expectations of all stakeholders.

The implementation of this policy is important to maintain our integrity as an organisation whose scope of operations is the Design, Manufacture and Installation of Modular Buildings and our defined scope boundary is Head office, customers' sites and travelling between.

We commit to:

- Comply with and satisfy all requirements
- Continually improve the effectiveness of the quality management system
- Provide a framework for establishing and reviewing quality objectives

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- Only supply goods from high quality sources
- Check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy:

- To have each job signed off by a supervisor or foreman before hand over to the client.
- To have a formal complaints procedure in place, which is dealt with by the CEO to ensure customers receive the high standard of workmanship they expect
- To purchase all goods and materials from reputable sources and check for quality before fitting
- That agreed standards when contracts are exchanged are upheld in all elements of the works.
- That the client must sign off on the standard of the work before full handover is made

We pride ourselves on quality of their workmanship and finishes. All issues regarding quality are dealt with, and an amicable outcome reached within 14 days of a complaint being raised. This policy is communicated to all members of staff and any other person working for or on behalf ESS Modular and Spatial Initiative.

This policy is subject to internal audit and review at regular intervals to ensure it remains up to date and relevant to all company requirements. This policy will be communicated to any external party, including the public upon reasonable request.

Signed:

Simon Rawson, CEO

Date: 29th August 2023