



## QUALITY POLICY

ESS Support Services Worldwide shall uphold the aims of Compass Group Quality Policy. The realisation of the Quality Policy is achieved through the implementation and management of the company's Quality Management system to ISO 9001 standard.

We strive to provide our customers with products and services which meet and exceed their expectations. We are committed to continuous improvement and have an established Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement in our processes, products, and services:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audits of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

This policy is communicated to all employees posted on the HSEQ Notice Board.

I, the Business Director; has ultimate responsibility for Quality. All employees have a responsibility within their own areas of work; helping to ensure that Quality is embedded throughout the whole of the organisation.

Signed: Ronnie Kelman

Date: 1st January 2024

Ronnie Kelman – Managing Director EGI