

Quality Policy Statement

The Company's business scope is the hire, installation and operation of video, audio visual and sound equipment and the project management of shows, conferences and exhibitions. The business is built on the solid foundations of extensive experience and training.

The Company aims to develop and maintain an effective and efficient service that satisfies the needs of the most exacting client/customer in a timely and cost-effective manner. This is achieved by maintaining ISO 9001:2015 certification and consistently conforming to agreed requirements, policies and procedures, taking account of any statutory and legal requirements.

It is the policy of the Company to provide and maintain safe and healthy working conditions, equipment and systems of work for all employees and such information, training and supervision as may be needed. In doing so the Company will endeavour to meet clients/customers' expectations and where possible, respond to unplanned requirements as quickly as it can.

This Quality Manual describes the Quality System in operation at mclcreate. It explains the way in which the system is operated and defines those employees responsible for the performance of quality related tasks within the company.

The Quality System is the means by which the Company supports its policy of providing to its customers a high-quality product in accordance with all relevant standards and customer requirements and to deliver these on time.

It is Company policy to review the suitability of the quality system to ensure it reflects current operations, and where necessary to implement additional changes.

Through our routine management review meetings, we will establish and monitor our opportunities, targets and objectives for development, as it is essential that we continually improve, year-on-year.

The Senior Management of mclcreate are responsible for the implementation and operation of the quality system and are delegated full authority to take whatever steps are necessary to ensure that the requirements of the quality system are followed.

This policy statement shall be made available to the public, upon request, and is subject to annual review to ensure its continued suitability.

Tim Spencer
CEO

February 2019

(Review By: 28/02/2020)