

## QUALITY POLICY

Identity is a dynamic and energetic company with a core set of values that underpins our work. We know the best events are delivered in partnership - we listen to our clients carefully to fully understand their objectives, and work collaboratively at every step of the process to ensure the highest standards of quality in our services.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Deliver excellence to our customers
- Ensure that all our stakeholders have a positive experience
- Assure compliance with all relevant legislation and standards and to meet with expectations of our stakeholders
- Ensure we act on the feedback from our clients and others with whom we engage
- Continually improve the services we provide

We continually seek opportunities to improve and set SMART objectives to achieve those improvements, maximising our strengths and minimising risk. We all have a responsibility to ensure that our clients receive a quality service and to demonstrate a high level of competence always.

The Company's services and systems are designed, developed and managed to exceed our client's expectations through the simplest and most cost-effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties.

The Quality Policy is communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that appropriate corrective and preventive action is implemented as soon as possible. Senior Management shall ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

Our Management System components are regularly reviewed to ensure they are appropriate, understood and most of all the overall system continually improves and we exceed our customers' expectations.



Olivier Vallée – Managing Director

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