

Quality Assurance Policy Statement

The prosperity and security of Espria, together with everyone associated with it, ultimately depend on our ability to provide products and services which meet our customers' requirements.

It is our policy to ensure:

- we provide products and services that are consistently in accordance with our own standards and our customers' needs.
- our suppliers abide by our Supplier Code of Conduct.
- we obtain regular feedback on every aspect of the service that we deliver from our clients.
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- we recognise that all service users, agencies and organisations:
 - have the right to raise concerns or complaints about our services.
 - have access to clear information on how to voice complaints and concerns.
- we deal with and investigate all complaints promptly, politely and, when appropriate, confidentially.
- inform the complainant of any action that will be implemented in order to ensure that there is no re-occurrence.
- all staff are aware of our customer's requirements and that our staff are trained for the tasks assigned to them.
- Espria is compliant with relevant statutory and regulatory requirements.
- continual improvement in our products and services and the effectiveness of our Quality Management System.

To achieve this consistently and efficiently, we operate a quality system which meets the requirements of ISO 9001.

We set and regularly review quality objectives and targets to achieve these aims.

It is our sincere belief that maintaining the highest standard of quality is the responsibility of every member of staff employed by Espria, including any 3rd party contractors and/or 3rd party suppliers.

Clinton Groome
COO

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