

Quality Assurance Policy Statement

Espria is dedicated to delivering high-quality products/services that meet and exceed customer expectations. Our Quality Management System, aligned with ISO 9001, ensures continuous improvement and operational excellence. Our objective is to meet or exceed customer expectations by delivering products and services that are reliable, consistent, and in line with agreed-upon requirements.

It is our policy to ensure:

- Espria adheres to all relevant legal, regulatory, and customer requirements..
- we prioritise customer satisfaction by understanding and meeting their needs, ensuring compliance with applicable requirements, and fostering long-term relationships.
- we provide products and services that are consistently in accordance with our own standards and our customers' needs.
- we empower and train our employees to achieve excellence in their roles and ensure they are aware of their responsibilities within the QMS.
- our suppliers abide by our Supplier Code of Conduct.
- we obtain regular feedback from our clients on every aspect of the service we deliver.
- we treat and investigate a complaint as a clear expression of dissatisfaction with a service.
- 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.
- through regular monitoring, reviews, and analysis, we strive for continuous improvement in the performance of our QMS, our service portfolio and overall organisational efficiency.

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

Espria determines internal and external issues that are relevant to our purpose, strategic direction, and our ability to achieve the intended outcomes of our management system. As part of this evaluation, we also determine whether climate change is a relevant issue that may influence our risks, opportunities, operational performance, or strategic objectives.

Espria has identified the interested parties that are relevant to our management system and the requirements of those parties. In doing so, we recognise that relevant interested parties may have requirements related to climate change, and we take these requirements into consideration when determining our obligations and when planning, implementing, and maintaining our management system.

The Quality Policy provides the framework for setting quality objectives and targets, which are monitored and reviewed regularly. It is communicated to all employees and stakeholders and is made available to relevant interested parties.

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.

A handwritten signature in blue ink, appearing to read "Angelo Di Ventura".

Angelo Di Ventura
CEO

January 2026