

## QUALITY ASSURANCE POLICY

ETC UK Limited was established in 1994 and has gained worldwide recognition within the entertainment industry as a specialist provider of giant multi-screen projection systems. ETC has developed the high power, 100 000 Lumen, PIGI Projectors utilizing 7 000W Xenon lamps and has a rental park of more than 60 units. For the Video projection market, ETC has an extensive park of high power Christie and Barco projectors from 10 000 lumens to 25 000 lumens.

ETC has developed its own software, including Onlycue for the operation of Pigi projectors and Onlyview a design package for multi-screen video applications. Onlyview not only offers real-time live programming but preview and blind programming along with video media content building. All of this software and hardware have been used on major world sporting, cultural and corporate events

Quality is important to our business because we value our potential and existing customers and their events. We strive to provide our customers with equipment and services which meet and even exceed their expectations. We are acutely aware of the "time critical" nature of our business and take all necessary steps to ensure that the event is ready on time.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We are members of professional trade bodies, PLASA, ALD and PSA and we have in place an environmental policy, as well as regulatory office policies. In addition to the policies and memberships to trade bodies we encourage an ongoing training program for our employees and freelancers to support continued improvement and customer satisfaction.

We have the following processes and procedures in place to ensure consistent delivery

- Regular gathering of and monitoring of customer & event feed back.
- Dedicated risk assessments dependant on site requirements.
- All subcontractors & freelancers are recognized within our industry.
- Training and development for all staff.
- Dedicated project management for delivery.
- Detailed processes and procedures are made available to all staff & freelancers.

We have the following processes and procedures in place to meet our policy of continuous improvement and customer satisfaction.

- Regular management reviews which include project and event reviews.
- Monitor the performance of our subcontractors & freelancers.
- Monitoring of customer complaints.
- We review every project and event on completion

We make available to all our staff copies of our policy. We also have a copy on our company server and provide all our customers with access to our policy via our website. We also encourage our suppliers & sub contractors to have their own policy and for it to have a similar philosophy of continuous improvement and customer satisfaction. Though the Managing Director is ultimately responsible for Quality in the organization all employees have a responsibility within their own areas of responsibility.

Our policy is reviewed annually the next review will be June 2010 but its effectiveness is measured during our day to day monitoring of our work and any changes are made and communicated as necessary

Date: 13/02/12



Ross Ashton