

Quality Policy

ESG Group Ltd is the UK's leading independent glass processor, providing superior quality, exceptional service and product innovation. Operating from our Essex based site of over 100,000sq. ft, it is ideally placed to service the whole of the UK with our extensive range of products.

Our entire range is fully BSI approved and includes architectural glass products such as balustrades, partition glass, roof canopies and flooring, right through to our technical glass ranges, including - Secure EN356, Bullet resistant glass and our industry leading ESG Switchable LCD glass.

At ESG, we strive for continuous improvement whilst being influenced and inspired by our vision and values which are instilled throughout every aspect of the business.

ESG is committed to providing glass products that consistently meet and exceed the quality requirements of its customers. ESG has developed a Business Management System (BMS) in accordance with the provisions of ISO 9001: 2015.

It is ESG's policy to:

- Comply with all relevant statutory, regulatory and compliance obligations.
- Continually improve the effectiveness of the Business Management System (BMS).
- Ensure the risks and opportunities that could affect the conformity of glass products are determined and addressed.
- Ensure that customer needs and expectations are determined and fulfilled to achieve a positive customer experience.
- Strive to meet customer requirements and ensure continuous customer satisfaction.
- Ensure the quality policy and objectives are established and consistent with the company's context and strategic direction.
- Promote the use of a process approach and risk-based thinking throughout the company.
- Ensure the availability of adequate competent resources to deliver this policy and quality objectives.
- Consult with our employees on the importance of quality control and quality assurance.
- Engage and encourage all staff to contribute to the overall effectiveness of the BMS.
- Support managers in their areas of responsibility.
- Establishing partnerships with suppliers and interested parties to provide improved service and products.

This policy will be communicated to all employees to assist in the implementation of this policy whilst ensuring that their work is carried out with minimal risk to themselves, others, or the environment.

This policy will be reviewed annually by the managing director and, where deemed necessary, will be amended and re-issued. Previous versions of this policy are archived. This policy is available to relevant interested parties upon reasonable request.

Scott Sinden



Managing Director

Date

27 March 2024

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