

QUALITY SERVICE CHARTER

ESSA Membership No. xxx
January – December xxx

Member Company Name is committed to providing a professional and efficient service to their clients, and by contracting an ESSA Member you are assured of the following:

1. All work or services will be carried out to an agreed specification and time-scale.
2. All work will be explained, costed and agreed.
3. All materials used will meet with the required Industry Standards.
4. Health & Safety and environmental issues will have a high priority in every aspect of the project.
5. Member companies will only use workers who are experienced and competent to fulfil their role.
6. All enquiries will be dealt with efficiently and courteously.
7. Company insurance details will be available upon request.

These assurances coupled with the ESSA vetting process and ongoing stability checks, ESSA's Bond Insurance and continual promotion of professional development set ESSA members apart from other suppliers and service providers to the events industry. The ESSA Quality Charter is a statement of the minimum level of service and commitment that you will receive from all ESSA members.

