

# *Quality Policy* STATEMENT



SAVILLE GROUP

# Quality Policy Statement

The Saville Group Limited trades as Saville Group. Saville Group is the parent company, and Sparq and Visavvi are the operating brands. Saville Group provides corporate leadership for the operating brands within the group. Saville Group steers the direction, sets the standards, fixes expectations and drives the momentum.

Through our specialist brands Sparq and Visavvi, we continue to redefine the audio visual industry to meet rapidly evolving business needs.

Sparq excels in live event production; pushing boundaries and delivering stunning brand engagement. Sparq delivers extraordinary experiences through 360° technical event production delivery. The Sparq mission is to push the boundaries of event technology and apply their unique brand of creativity to reinvent the world of live events.

Visavvi help clients to collaborate, making business more successful. The Visavvi mission is to make true global collaboration between individuals a reality. Their vision is to enable business people to communicate in ways that are natural, freeing and empowering. The letters in the Visavvi name echo their roots in AV but the strong guiding parental support of Saville Group frees them to reinvent the industry.

This policy is under leadership of Saville Group and is operational throughout the Visavvi brand.

We are committed to delivering the highest level of sales, installation and service quality to our customers and will achieve this by maintaining a quality management system certified against ISO 9001:2015.

The principal aims of this policy and associated arrangements are;

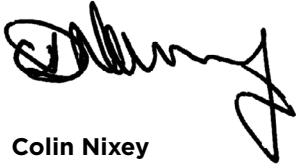
- To ensure that it meets the needs and requirements of our customers and seek to continually improve the service;
- Strive to improve and enhance our performance by setting relevant objectives, which are continually reviewed to ensure they are understood, acted upon and met. Objectives shall be established and reviewed regularly by the Senior Management Team;
- Comply with requirements and continually improve the effectiveness of the quality management system;
- Provide training, support, resources and encouragement to all our employees to ensure they realise their full potential in meeting the quality certification and its objectives;
- Meet any statutory and regulatory requirements that apply to the quality standard;
- Establish positive working partnerships with suppliers and interested parties to continually develop and improve the service to our customers.

This policy is communicated to all persons working for or on behalf of Saville Group and operating brands Sparq and Visavvi. This policy is freely available to the public via the company website.

This policy will be monitored to ensure that the objectives are achieved. It will be reviewed annually and, if necessary, revised sooner in the light of legislative or organisational changes.

The successful implementation of the policy requires total commitment at all levels of the organisation, please work with us to make Saville Group and operating brands Sparq and Visavvi an exemplar organisation.

Signed



**Colin Nixey**  
Director

Signed



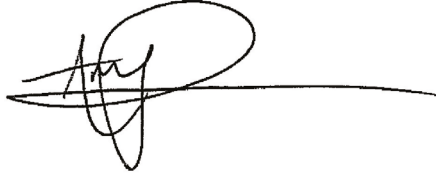
**Andy Dyson**  
Director

Signed



**Graham Carling**  
Director

Signed



**Ann Pickard**  
Director

Signed



**Colin Etchells**  
Director

Adopted: 19 October 2020

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