

## QUALITY SERVICE CHARTER

ESSA Membership No. 000135  
January – December 2012

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**Design Craft Exhibitions Ltd** 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, plus the cover of the ESSA Association Guarantee to customers of Bond Members, set us apart from other Contractors and Service Providers to the Exhibition Industry. The ESSA Quality Service Charter is a statement of the minimum level of service and commitment that you will receive from any ESSA Member.

ESSA | Member  
2012