

# POLICY 13 SUSTAINABLE DEVELOPMENT

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## 2014

## **POLICY 13**

Sustainable Development

Version Number 1.0

Valid from June 2014

Issued by Management

## **SUSTAINABLE DEVELOPMENT POLICY**

### **PURPOSE**

Stagestruck is an independent, integrated events company. We create, design, produce, and deliver events of any scale - anywhere in the world. Our team thrives on creating innovative solutions for events, ensuring that each experience is on brand, on message, and engages its target audience. We have all the relevant disciplines in-house, so our blue-chip clients benefit from ideas that push creative boundaries, supported by reliable and professional delivery – and ultimately get more for their money.

We aim to plan and deliver events in a sustainable manner – therefore minimizing the impact on the environment. Sustainability has been an integral part of our culture since our company's inception, and is reflected in our company values: Expertise, Imagination, Reliability, Care, and Agility.

To embed the principles of sustainable development – integrity, inclusivity, stewardship and transparency - we've developed and implemented a Sustainability Management System (SMS), which is integrated into our business systems and is being improved continuously. Our dedication to be leaders in the field of environmental management and event sustainability is shown by our commitment to meet the requirements of **ISO 14001: 2004 and ISO20121: 2012**.

The purpose of our SMS is to ensure that our sustainability objectives, policies, and procedures are embedded in our daily operations. We measure and monitor our performance, which enables us continually to enhance our sustainability performance. We actively seek new clients and suppliers, who share our commitment to driving the sustainability agenda.

In particular, we're committed to:

- Preventing pollution and reducing our environmental impact (wherever we can) through building sustainability considerations into all phases of our event delivery process;
- Training all our colleagues and engaging with suppliers – therefore raising their awareness levels;
- Communicating with, explaining to, and engaging all relevant stakeholders, both internally and externally, around our SMS and its objectives.

It is everybody's responsibility to:

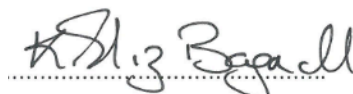
- Consider sustainability issues when planning and delivering events
- Procure products or services with our sustainability objectives in mind;
- Minimise waste, carbon emissions, and other pollution;
- Ensure compliance with all applicable environmental and social legislation.

In addition, it is the responsibility of the Leadership Team to:

- Engage with and obtain feedback on our sustainability objectives from internal and external stakeholders;
- Ensure the wellbeing of internal and external teams;
- Nurture the next generation of event professionals;
- Continue supporting charities and community initiatives;
- Review the SMS and its objectives at regular intervals internally and through external audits.

Date 17/7/2014

**Liz Bagnall**  
Managing Director



# POLICY 24 QUALITY

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# 2014

## POLICY 24

### Quality

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## QUALITY

### PURPOSE

Stagestruck is an independent, integrated events company. We create, design, produce, and deliver events of any scale - literally anywhere in the world. Our team thrives on creating innovative solutions for events, ensuring that each experience is on brand, on message, and engages its target audience. We have all the relevant disciplines in-house, so our blue-chip clients benefit from ideas that push creative boundaries, supported by reliable and professional delivery – and ultimately get more for their money.

We're committed to providing our clients with a service and delivery that consistently meets or exceeds their requirements. Our company values guide us in achieving this: Expertise, Imagination, Reliability, Care, and Agility.

To achieve this we've developed and implemented a Quality Management System (QMS), which is integrated into our business systems and continuously being improved. Our dedication to quality is evidenced by our commitment in meeting the requirements of **ISO9001**.

The purpose of our QMS is to ensure that our quality objectives, policies, and procedures are embedded into our daily operations and are adhered to at all times. We measure and monitor our performance, which enables us continually to improve our delivery. All our colleagues are aware of their individual responsibilities in complying with the requirements of our QMS.

In particular, we're committed to:

- Providing our clients with a quality service that meets or exceeds their requirements / expectations in the simplest and most cost effective way possible;
- Training all our colleagues to ensure they have the required skills and competences to perform their duties effectively and efficiently;
- Communicating with, explaining to, and engaging all relevant stakeholders, both internally and externally, around our QMS and its objectives.

It is the responsibility of every colleague to:

- Ensure compliance with the QMS;
- Enhance customer satisfaction through determining customer requirements upfront and subsequently ensuring that they are met;
- Investigate any quality problems and ensure that suitable corrective or preventive actions are implemented as soon as possible;

In addition, it is the responsibility of the Leadership Team to review the QMS and its objectives at regular intervals.

Date 17/7/2014

**Liz Bagnall**  
Managing Director

