

# Quality Policy

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Fourth Wall Creative Limited, incorporating Fourth Wall Limited; and Alloc8 Tickets Limited, based in the Wirral in the UK, provide creative design and marketing services; prototypes; and, the management and supply of physical and digital product fulfilment to end consumers worldwide.

Our organisation has established the Quality Management System, ISO 9001:2015, that complies with the International Organisation of Standardisation. This promotes a culture of quality assurance for the Company systems and processes, under the direction of the Chief Operations Officer.

Our main Quality Objective is to continually strive to deliver 100% client satisfaction. We do this by ensuring we regularly communicate with our clients to understand their needs so we can provide good quality products at a competitive price, specific to their requirements. In the provision of products, we also satisfy any legal and regulatory obligations.

The Chief Operations Officer takes pride in being able to provide enough resources to enable the staff to carry out their roles in a professional manner and within a safe environment. The people who work Fourth Wall Creative Limited, have been assessed on their competency and ability to do their job and immerse themselves in the organisational knowledge and culture. We actively encourage our staff to take every opportunity to develop themselves, and others, as appropriate. All personnel receive regular work-based appraisals. When identified, additional skills and/or training which is considered necessary to meet any changes in requirements and/or trends, is provided.

The management of our suppliers and sub-contractors involves the regular evaluation of each of them against the criteria we have set, to ensure they meet our requirements and provide quality products to our clients.

As an organisation, we are always looking at how we can do things better: obtaining feedback and monitoring client retention is essential to understanding how we can do this.

Our Quality Policy is regularly reviewed: the most recent version is displayed on our Staff Notice Board for all internal personnel. A copy is also provided to new staff at the time of induction. It can also be found on our website where we communicate our values externally. On request, we will provide a copy to any other of our Interested Parties.

Signed:



Nicholas Noble, Chief Operations Officer