

Chilli100 Ltd
Event Management Services
Quality Management Policy Statement

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The Quality Management Policy Statement

Chilli100 provide a wide range of event management and exhibition project services across the UK and Europe delivering events, road shows and exhibitions.

Chilli100 services include event and exhibition planning, creative ideas, process legal and regulatory paperwork including risk assessment, accommodation and travel planning, transportation and logistics, exhibition stand design and construction, event staff, live management, clean up and finally sit down with you to conduct a post event/show analysis.

It is the sole intentions of Chilli100 Ltd too

- Satisfy and exceed our customers' needs and expectations at all times. This includes before, during and after an event or exhibition
- Provide quality products and services which meet or exceed our customer's expectations
- Commit ourselves fully to ensure that we have delivered on our promises
- Ensure that our suppliers and third party providers match the level of commitment we adhere too
- Deliver all services, reports, recommendations and services on time and on budget

Guarantee: We will continuously review our work and delivery, evaluate actions and decisions and make recommendations to ensure that we adhere too every aspect of our policy.

This will be achieved by reviewing and understanding data from:

- Customer feedback
- Staff feedback and recommendations
- Internal audits of finance, marketing and operations; and

This on-going review will ensure:

- The management system is being followed and is an effective mechanism.
- To identify improvements and opportunities to help our customers and Chilli100 to grow
- That we adhere to all legal and regulatory requirements for the business
- We learn to innovate and deliver our customers' expectations

Appropriate Action

Results from the different mechanism of analysis will be used to decide which action to realign and what steps are taken. This will ensure Chilli100 is delivering on its promises and using the appropriate systems legally and profitably.

Roan Yeates
Managing Director

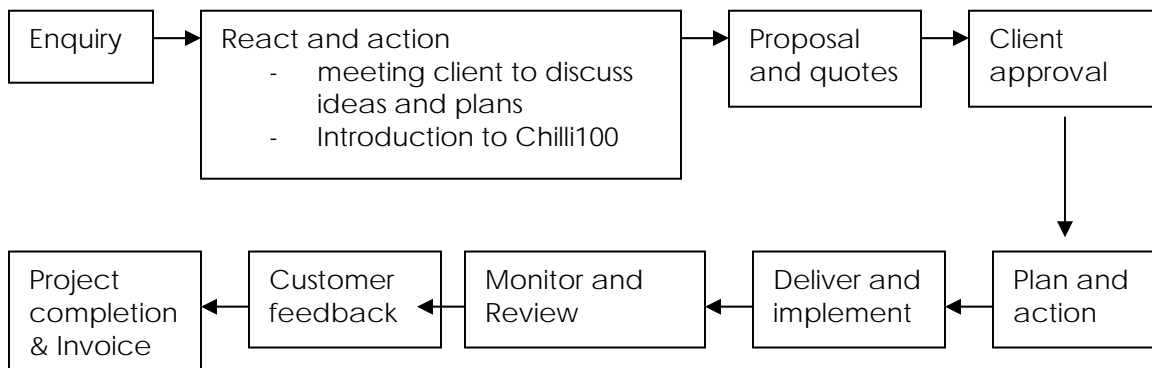
1. The Scope of the Management System

Chilli100's Quality Management System is intended to ensure that the products and services we provide in the provision of Event and Exhibition Services are appropriate for their intended purpose.

2. Introduction to Chilli100

Chilli100 Ltd provides event and exhibition management services including consultancy, communications advice, stand design and building and logistics. Chilli100 Ltd was formed in 2005. It has operated within the live marketing market for 4 years and has seen its turnover double year on year. In October 2008 Chilli100 went limited.

3. The Management System

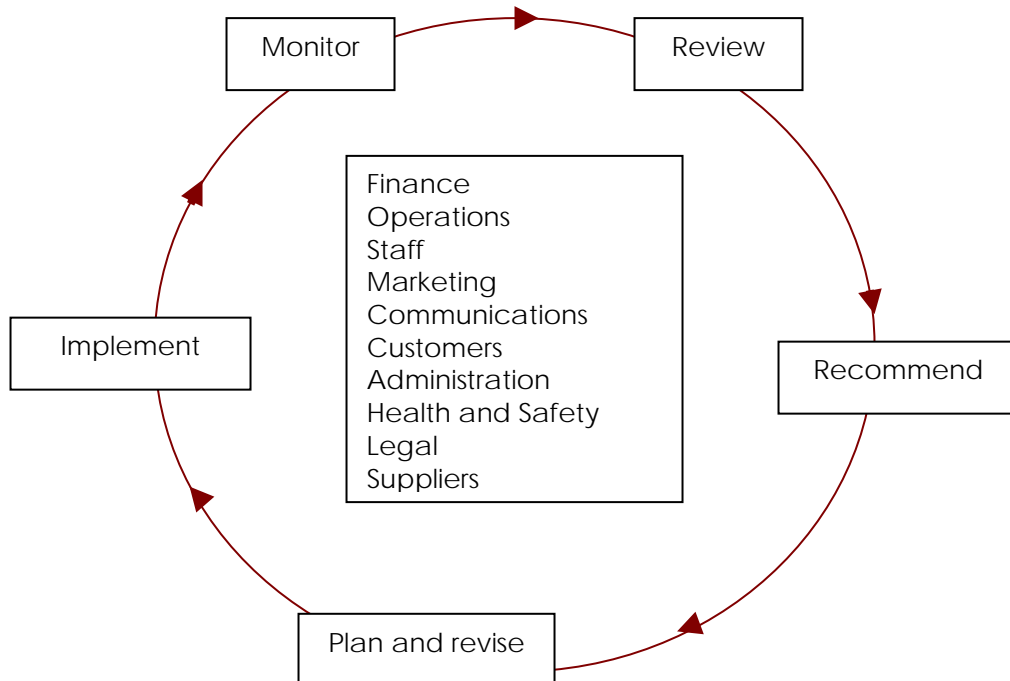


4. Continual Improvement

Chilli100 will consistently look within its organisation to monitor and improve its ways of doing business. This includes the following areas:

- Business finance and management of finances
- Operational development and management of processes and policies
- Safety management and record keeping
- Legal requirements
- Staff
- Customer development and satisfaction
- Marketing and communication – effective use of and delivery
- Supplier management
- General business administration in meeting business and customer needs
- Time management – effective use of time resources for own business and customer needs

Business Management Review and Improvement process



Data that should be collected and analysed to demonstrate the suitability and effectiveness of the Management system and to evaluate where continual improvement initiatives can be implemented at the organisation will include:

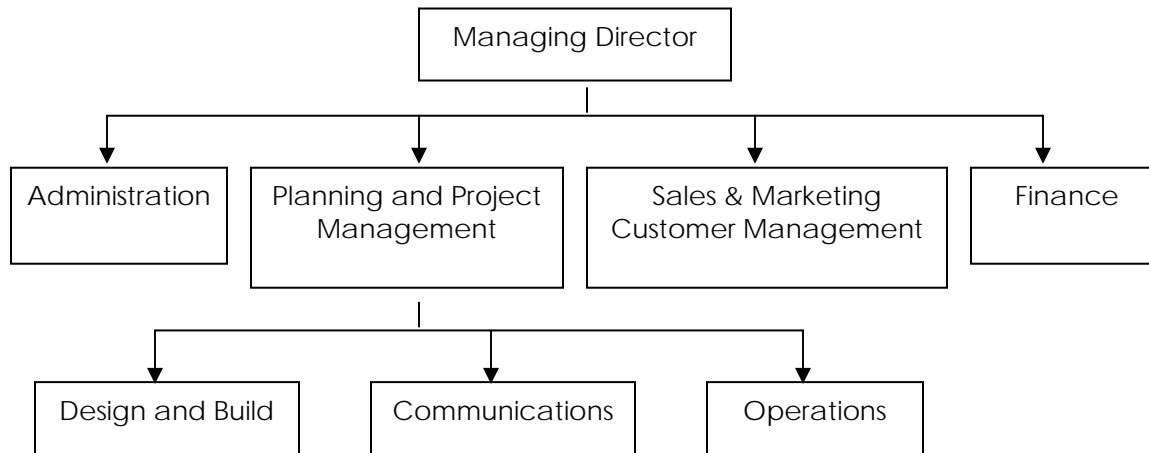
- Details of customer satisfaction or dissatisfaction
- Continued conformance to service/product requirements
- Organisation member training and development
- identify trends pertaining to the processes within the organisation
- The performance of suppliers to the organisation
- Improvement opportunities identified during internal audits and management reviews

Data shall be reviewed by senior management and appropriate actions, including:

- The setting of objectives and targets
- Corrective/preventive actions

The suitability and effectiveness of these actions should be monitored by the senior management and/or personnel designated by them and all such actions recorded.

5. The organisational chart



- Administration – Health and Safety, Legal issues, Safety Policy, General day to day administration duties, QMS and Environmental policies
- Sales and Marketing and Customer Management – develop sales and customers, market the company, and manage customers
- Finance – Budgets, VAT, P&L, Invoicing, Debt management, Pay Invoices
- Planning and Project Management – Proposals and quotes, Planning, Project Plans, Implementation, Monitor, Review, Audit, Feedback, Supplier Selection, Supplier Management, Managing Design and Build, Communications and Operations
 - Design and Build – Creativity, Ideas, Graphics, Design, Build
 - Communications – Project/customer specific communication plans and implementation
 - Operations – Logistics, Transport, Storage, Labour, Vehicles, Event Preparation

6. Training and Personnel Development

It is actively encouraged at Chilli100 to pursue knowledge to better personal development and the quality of the service we provide.

All personnel are regularly appraised for skills and competence to carry out their functions. This appraisal will help to highlight any new skills required, understand how existing skills are maintained and help improve any areas that are deemed lacking.

As a company we will encourage staff to take up any training course which will provide and add benefit to the over all company.

Health and Safety training and the proper use of equipment, machinery and general awareness are our top priority. As it is our duty to ensure that our staff are competent and do not pose a risk to other personnel, visitors or contractors in our workplace or when working else where.

7. Our Workplace and the Work Environment

Chilli100 has a duty of care under HAWASA 1974 to provide a safe work environment and that extends to visitors, contractors and other non-employees. The organisation has put in place all necessary requirements which meet this need and to ensure that all works and operations are completed and meet our customers satisfaction.

Chilli100 will provide adequate resources to ensure:

- Suitable work stations for all administration staff
- Up to date technology to safely deliver daily and operational tasks
- Workshops and equipment that conform to legal requirements
- Access to relevant information and training
- Internal and external communication channels to relay information to personnel, suppliers and customers

8. Contract Review

Stage 1 – Analyse customer requirements and Chilli100 general terms and conditions

- Customer specific - At this stage we are carrying out an initial review of the customer needs, objectives and requirements.
- Chilli100 - To inform the customer of the general terms and conditions and fee structure

Stage 2 - Quotation and Proposal

- Collect data to help put a proposal together and the formation of a quote based on research and best practice
- Proposal written and reviewed
- Quote and summary written
- All data collected in an excel spreadsheet for review including supplier information

Stage 3 – Presentation

Present proposal and quote

Stage 4 – Contract

- Agree plan
- Agree fees
- Agree resources
- Agree work location
- Agree deliverables
- Agree key milestones
- Agree review procedure
- Agree channel and action to resolve any challenges that may arise
- Agree payment terms and timelines
- Agree schedules for inclusion in contract

Stage 5 – Project File

Each project will have a file where all communications, supplier agreements, costs, budgets, risk assessment, health and safety requirements, methodology and reports are to be collected and kept for future reference.

Stage 6 – Review and Feedback

At the end of every project the customer and chilli100 will meet to discuss how well the project was delivered, managed and did it meet the client's objectives and was delivered professionally.

9. Suppliers, Purchasing & Product/Service Receipt

➤ Supplier Selection and Management

The company will seek the services of a contractor if necessary to fulfill any aspect of the project that requires specialist knowledge, services or products. As per our standard terms and conditions we shall seek two references to support the contractor's selection.

At present the company does have a preferred list of suppliers who have demonstrated good service in the past. Any that fall below the standard expected by Chilli100 will be dropped.

At the beginning of every new contract/project suppliers will be reviewed for suitability depending on project requirements.

All suppliers will be managed by the project manager for project specific items and services, and by the administration department for general contact and product and services update.

➤ Purchasing

At the quotation and proposal stage products and services are selected for potential purchase to meet the requirements the potential contract. On confirmation of contract all products and services are reviewed again in light of budget confirmation and availability and timescale.

The project plan will collect information on supplier, quantity, description and contact details.

10. The Service Delivery Processes

Exhibition and Event services delivery processes will ensure correct identification and planning of all processes that affect quality and by carrying out appropriate checks to make sure that product and service is correct and is what the customer requires.

Process documentation includes all information necessary to:

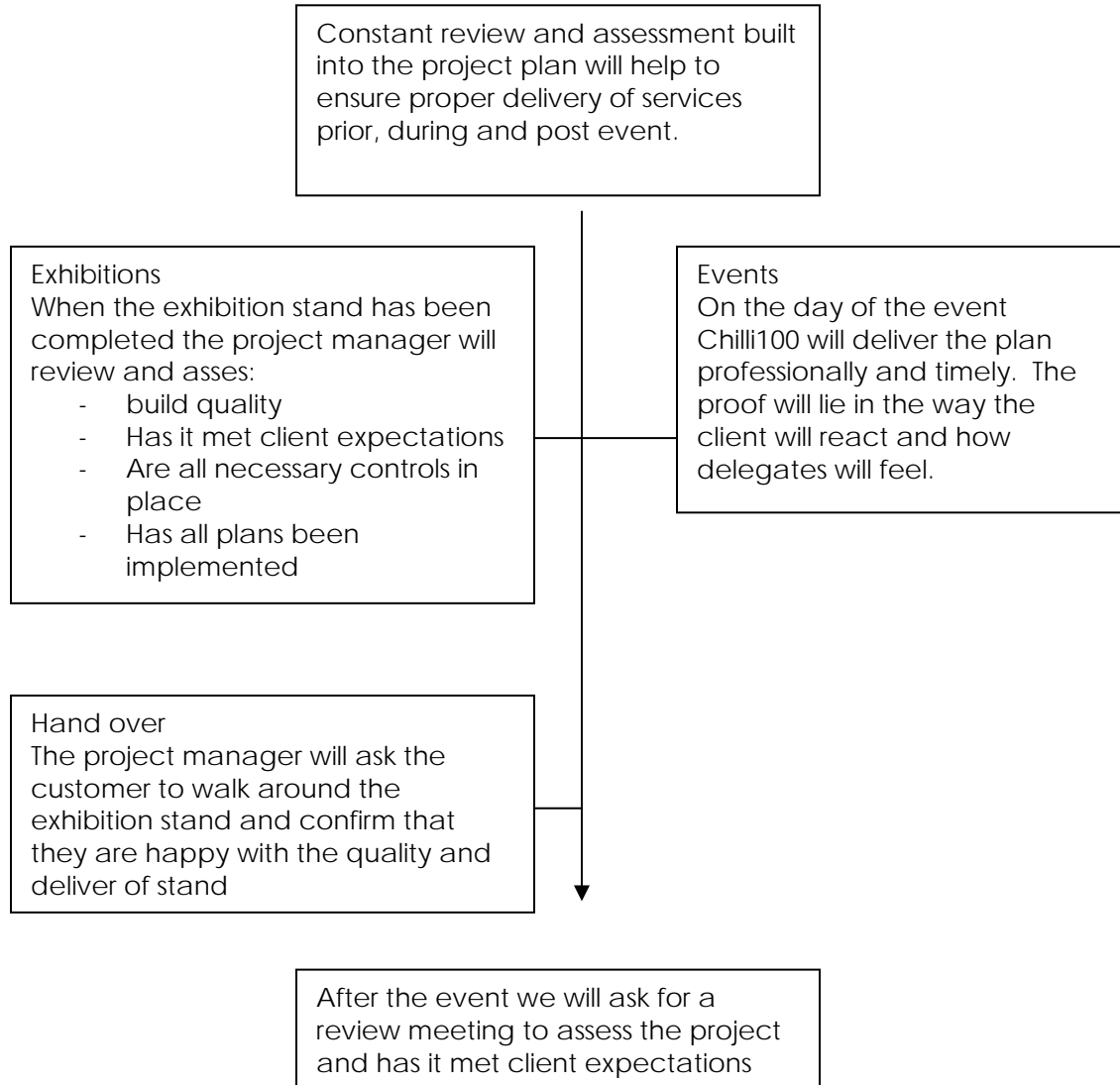
- ensure a clear understanding of customer requirements
- ensure that the process is controlled by reference to product specifications, verification criteria and workmanship standards.

The use of properly maintained equipment and machinery by competent personnel further ensures that the Customer's requirement can be satisfied.

Every event has a training manual and full brief for all staff and third party suppliers. Each manual contains quality objectives, company values, mission

statement and company vision. It also contains the risk assessment, methodology statement, health and safety requirements, contact details, plans and supplier contact details.

10.1 Exhibition and Event Service Delivery:



11. Customer Satisfaction

During every project an audit is conducted to ensure we are managing and delivering what the customer expects and inline with our quality management. This will be done internally with all personnel directly involved and with the customer through meetings at key milestones and/or planned review meetings.

At the end of every project client and Chhilli100 will assess the whole project against a set criterion:

- Objectives met
- Delivery
- Quality
- Staff
- Project Management
- Time Management
- Any other factors

12. Corrective and Preventive Action

If any complaints, challenges, uncertainties or quality issues are raised and received will be dealt with immediately through dialogue and understanding. Then any plans agreed will be implemented timely and effectively to the satisfaction of both parties.

13. System Review

The management team of Chhilli100 is committed to ensuring the satisfaction of customer requirements at all times, and to comply with all relevant legal and regulatory requirements associated with the organisation activities. Chhilli100's policy and quality objectives are reflected in the statement of management policy and adequate resources are made available at all times to ensure the effective implementation and operation of the management system.

To ensure that all practical arrangements are made, management reviews are held to assess whether stated policies and objectives are being met in a way that best meets the needs and interests of the organisation, the needs and expectations of customers and to ensure that the documented management system continues to be suitable and effective.

Management review meetings are held every 3 months and are attended by senior management and all relevant staff.

The agenda shall include:

- Results of previous meetings
- Results of internal audit/system review activities
- Corrective & Preventive Actions.
- Customer complaints and customer satisfaction
- Supplier appraisal.
- Review of Organisation resources, processes and product/service conformity
- HR Issues (Personnel development, training)

- Changes in applicable legislation
- Health & Safety review.
- Changes to the management system
- Review of management policy, objectives and improvement opportunities

The meeting shall be recorded and the minutes shall be formatted as a Management Review Report.

Actions and those responsible for the actions shall be detailed, as shall timescales for completion of these actions.

The Management Representative shall monitor the actions in accordance with timescales detailed.

The Minutes of Management Review Meetings shall be made available to all personnel by distribution of hard copies on notice boards or by electronic means. Management Review Reports shall be filed in the Management System File and retained for a period of three years.