

# ESSA

Event Supplier and  
Services Association

## QUALITY SERVICE CHARTER

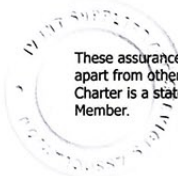
ESSA Membership No. 062

January – December 2008

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**Access Displays Ltd** are 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.

### **Event Supplier and Services Association\***

ESSA House, Uplands Business Park, Blackhorse Lane, Walthamstow, E17 5QJ

\*BECA trading as ESSA until all documentation is complete

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ESSA

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This is to Certify that:

**ACCESS DISPLAYS LTD**

is a member of the

**Event Supplier and Services Association**

and Party to the Association Rules and Code of Conduct,  
and covered by the Terms and Conditions  
of the Association Guarantee for the period:

January – December 2008

Membership No. 062



Mark Lamont  
ESSA President



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## Guarantee Bond

### Access Displays Ltd

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ESSA represents over 200 companies who service the Event and Exhibition Industry in the UK and Worldwide.

ESSA Members incorporate a variety of different services to meet the needs of organisers and exhibitors. Their services range from stand design to cleaning and from flowers to electrics. ESSA Members are fully aware of the problems facing Exhibitors, Organisers and Venues and are available to assist with any strategic planning and logistical problems they may encounter.

ESSA encourages and develops highly professional standards for its members and is confident that these standards will be maintained due to the vetting procedures Contractors are subjected to before becoming ESSA Members. All members must meet the Associations Standards of Workmanship, Service and Business Practice.

One of the many benefits of appointing ESSA members to handle Exhibition work is the "ESSA Bond\*" which guarantees work in the crucial build up period to a show in the event of a Member being taken into liquidation. Any contract falling within the scope of the Bond cover would be completed with the assistance of the Association and its other members.

In practice, if an ESSA Bond Member employed by you went into liquidation and work was outstanding, ESSA would either appoint another Member to meet the terms of the contract, or reimburse you for completion of the contract arranged by you subject to the limits of the original contract. The ESSA guarantee\* applies to all work done in the United Kingdom and covers the period of seven days prior to the Exhibition build-up through to the Exhibition itself.

The ESSA Bond is underwritten by a major Insurance Company. If you would like further information on the bond, please contact ESSA at the address below.

\*The guarantee is subject to policy terms, conditions and exclusions\*.

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