

eventhireGroup's quality policy is to achieve sustained, profitable growth by providing products and services which consistently satisfy and exceed the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers and potential customers.

Achievement of this policy involves all staff who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

This policy is provided and explained to each employee by the Managing Director or Business Development Manager. To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with updates and operation controlled by the Business Development Director.

The objectives of the Quality Assurance System are:

- To maintain an effective Quality Assurance System.
- To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- Our customer's requirements have been fully understood and met – customer satisfaction remains inherent to our business.
- All works is carried out consistently to a defined standard.
- Our staff are fully trained and involved in quality improvement.
- We have the skills and resources to fulfil our customer's requirements.
- We only use services that that meet our own quality standards.
- To ensure compliance with relevant statutory and safety requirements.
- To endeavour, at all times, to maximise customer satisfaction with the services provided by eventhireGroup .
- Any complaints are dealt with efficiently and within an acceptable time period

Signed:



Les Vipond
Managing Director
March 2023