

Quality Assurance & Service Delivery Statement

Quality Assurance Policy Statement

At Event Hire, we are committed to providing high-quality, safe, and compliant furniture and equipment hire services. Our Quality Assurance (QA) policy ensures that every item—whether newly acquired or part of our legacy inventory—is fit for purpose, traceable, and maintained to the highest standards.

Objectives

- Ensure all hire items meet defined quality, safety, and fire-retardant standards prior to dispatch.
- Maintain traceable records for inspections, cleaning, repairs, and certifications.
- Use modular checklists and digital tools to streamline field operations and ensure accountability.
- Continuously improve service delivery through client feedback, audits, and performance reviews.

Scope

This policy applies to all staff, contractors, and suppliers involved in the preparation, delivery, installation, and collection of hired furniture and equipment across events, commercial sites, and residential settings.

Commitments

- Conduct pre-hire inspections and post-return assessments for every item.
- Implement structured QA procedures including:
 - Fire-retardant compliance checks (especially for soft furnishings)
 - Sanitization protocols for refrigeration and upholstered items
 - Load in and site-delivery verification
- Provide training to ensure staff understand our quality standards and operational procedures.
- Digitize documentation for real-time access, traceability, and field usability.

Legacy Furniture Disclaimer

Some items in our hire inventory may pre-date current fire-retardant regulations or lack original certification labels. These **legacy furnishings** are:

- Assessed for visible wear, damage, and usability before each hire.
- Clearly identified in our inventory system and flagged on delivery notes.
- Accompanied by a disclaimer stating that fire-retardant status cannot be guaranteed.
- Offered only when risk is deemed minimal and client approval is obtained.

Clients are advised to review legacy item listings and request certified alternatives where required. We are actively phasing out non-compliant legacy stock and welcome feedback to support this transition.

Service delivery

The Management and employees of Eventhire Group are committed to the principles of continuous improvement in product and service delivery. We strive to offer market leading reliability, customer service and value for money.

Our aim is to always supply our customers with first-rate fit for purpose products, underpinned by unrivalled levels of customer service and responsiveness throughout the hire life. From initial dealings, through to product return and off-hire processes, our staff will ensure the customer remains informed and the primary focus in all our dealings.

Quality is at the heart of everything we do, and as a team we are committed to delivering industry-leading levels of service.

Quality Management Systems

A tried and tested set of systems and processes, help to achieve these aims are in operation and are continually monitored & reviewed. These measures may include:

- Maintaining an effective Quality Assurance System delivering a level of quality which enhances the Company's reputation.
- Understanding our customers' requirements and offering cost-effective solutions.
- Ensuring that all tasks that are undertaken, are delivered consistently, and to a defined standard.
- Our staff are fully trained and are invested in the need for continual quality improvement.
- When we select and vet potential suppliers & trading partners, we will give preference to service providers whose policies and systems closely align with our own standards.
- We will comply with all relevant statutory and safety requirements.
- All complaints will be dealt with efficiently and within defined timelines, communicating with all parties throughout the process.

Responsibility

Quality is a shared responsibility. The QA Lead oversees implementation, but all team members are expected to uphold standards and report any deviations or risks.

Review

This policy is reviewed annually or following significant changes in regulation, inventory, or operational scope to ensure continued relevance and effectiveness.



L Vipond

Managing Director

08 Jan 2026