

Quality Statement

Purpose

We, at Inline Removals are committed to achieving our goals of providing a quality removal and storage service. This Statement sets out our commitment to ensuring we maintain a high-quality service and will seek to continually improve the service we offer in providing a pleasing customer experience and one which, as far as is possible, exceeds customer expectations.

Scope

Our customers will be treated with respect, equality and integrity across all the services we offer. We ensure that we appropriately and properly train all our staff to make sure our service delivery achieves the highest level of quality. We ensure that all the property, and possessions of our customers which are in our care, are treated with the utmost respect and protection and in accordance with good practice and the British Association of Removers requirements.

Our Commitment

We shall constantly review our operations and scrutinise all activities of the company to make certain that our service delivery meets expectations of customers and a trouble-free customer experience. To this end we have a number of key considerations. Including:

- 1) Membership of British Association of Removers and the embracing of their Code of Conduct
- 2) Adherence to the requirements of British Standards BS12522, (Residential Removals), BS8522, (Commercial Removals) and BS 14873 (Storage)
- 3) Ensuring all staff are fully experienced and trained.
- 4) A commitment to a full range of policies which are all communicated to staff, including.
 - a) Health and safety
 - b) Customer care
 - c) Anti-child labour
 - d) Anti-bribery
 - e) Anti-modern-day slavery
 - f) Privacy and Data Protection
 - g) Minimum Wage
 - h) Ethical procurement
 - i) Environmental sustainability
- 5) Setting measureable targets to promote positive customer experience.
- 6) Positively seeking feedback from our customers and clients

This statement is fully supported by senior management.

Signed: John Osborne, Director, Inline Removals & Storage Limited

Date: August 2023

Thank you for considering Inline Removals and Storage for your removal and storage requirements