



# Event Exeter Policy

Event Exeter as part of Commercial, Residential & Campus Services at the University of Exeter is responsible for delivering events.

Event Exeter aims to provide a quality driven service for its customers which will meet service excellence.

We are committed to maintaining our certification of ISO 9001:2015 through co-operation, motivation and effective collaboration with all our interested parties. Ensuring consistency of approach, continuous improvement, promoting trust in our processes to deliver services to requirements.

Our commitment to deliver a consistently high level quality service will be delivered through a set of quality objectives and procedures as set out within our Quality Management System within the ISO 9001 2015 framework. These will be reviewed through regular audits and quarterly management review meetings.

Achievement of this Quality Policy involves a commitment from all our staff, through the annual staff personal development reviews, 1:1's and continued learning and development.

We are committed to enhancing customer satisfaction through the effective application of our Quality Management System, and with it a socially responsible attitude to our services (Sales, co-ordination and delivery of events and business improvement) throughout relevant locations and business operations.

Signed:

Dated: 14<sup>th</sup> January 2026

Simon Law

Director, Catering, Retail Services and & Commercial Development.

