



# Focusing on quality standards in household removals



## Can you afford to gamble with the safety of your personal belongings?

**All companies claim to provide a quality service, but just how many can actually prove it?**

BS EN 12522 is the first and only recognised quality standard specifically aimed at furniture removals for the benefit of the private individual. Certified companies operate to clearly defined standards and the procedures are designed to benefit you, the customer, at every stage of your move.

All certified removals companies are assessed annually on Staff, Services, Administration & Procedures to ensure they continue to meet the high and exacting standards required.

By choosing a removals company that is accredited with BS EN 12522 you can be sure that they have demonstrated their ability to provide a professional service on a daily basis.

So, when you choose a removals company be sure to look out for the QSS quality symbol.

**QSS: Focusing on quality moves for household removals.**



**GreenA**  
REMOVALS

MOVERS · STORERS · SHIPPERS



**A guide to the principles of the Quality Standard specifically designed with you in mind.**

### Management & Operational Staff

- Staff will be competent and have defined training for all aspects of your move
- Staff will be motivated and know what is expected of them
- If the company is unable to provide in-house staff, subcontractors will be fully competent, trained and work to set standards

### Products & Services

- Vehicles, tools and equipment will always be in good working order
- Correct materials will always be used and in sufficient quantities
- Additional services, such as packing and unpacking or furniture dismantling or reassembly, will be made available if required
- Services will be continually monitored, assessed and improved

### Communication & Administration

- You will be provided with a written quotation/estimate outlining the service required
- You will be provided with written details before your move takes place so that you have an opportunity to check that the timetable is correct and that special instructions and packing needs have been correctly interpreted
- You will be given the opportunity to check and approve the service once the goods have been packed and loaded ready for transport, and again on completion of the move
- You will be invited to appraise the service provided and any question, issue or complaint will be handled quickly and effectively