

Supplier Contacts

Quality Charter - Official Suppliers



Reed Exhibitions limited has a thorough process for and takes all reasonable care in the evaluation and appointment of its Official Contractors. This includes aspects that are most visible to the Exhibitors such as customer service, pricing and product range along with other aspects like track record, Health & Safety performance and financial stability. Reed Exhibitions appoints multiple 'Official Suppliers' for services for each Exhibition wherever it can so that Exhibitors have a choice.

'Official' status puts specific responsibilities on the Contractor such as ensuring the quality of stock and making sure that they provide a full service and keep qualified people and spare on-site to maintain a first class service throughout the Exhibition. As a result non-official companies can sometimes appear to undercut Official Suppliers as they can offer older equipment or a partial service and can just deliver with no obligation to set up or maintain throughout the Exhibition. This can create last minute problems and unexpected costs for the Exhibitor.

In addition to this Reed Exhibitions is increasingly seeing non-official suppliers aggressively mailing companies pre-Exhibition using the Exhibition name and in some cases the logo, which can imply that they have our support. These companies do not have any endorsement from Reed Exhibitions and we recognise the inconvenience, annoyance and confusion that these communications can have on our Exhibitors.

As a result Reed Exhibitions has applied to trademark the logo above. This logo is strictly controlled, can only be used by Official Suppliers and only relating to the services that they are specifically appointed for on that Exhibition.

We hope that this 'Quality Charter' will help Exhibitors distinguish between Official Suppliers and other companies. Only those companies with our endorsement will have this logo on their communications. For your peace of mind, all Contractors using this logo are bound by the responsibilities covering:-

- Quality service
- Quotations & Payments
- Post Exhibition Service
- Dispute Resolution
- Health & Safety
- Data Protection
- Sustainability

To view the full quality charter showing the commitment our suppliers have agreed to please contact the **Operations team**.

Audio Visual

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Catering

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Cleaning

OVS

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Water, waste and gas

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