



ONSITE REFRIGERATION

Quality Assurance & Service Delivery Statement

Quality Assurance Policy Statement

At Onsite Refrigeration, we are committed to delivering reliable, responsive, and fully compliant refrigerated trailer hire services across the UK.

Our Quality Assurance (QA) policy ensures every refrigeration unit is maintained, monitored, tested, and delivered to the highest operational and safety standards. We understand that refrigeration failure is not a minor inconvenience — it is often a business-critical emergency. Our systems, monitoring processes, and response procedures are designed around protecting our clients' operations, stock, and continuity.

Objectives

We aim to:

- Ensure all refrigerated trailers are fully operational, temperature-calibrated, and safe prior to deployment.
 - Maintain detailed records covering servicing, inspections, maintenance, and repairs.
 - Deliver rapid response and 24/7 support to minimise downtime and operational disruption.
 - Continuously improve service quality through monitoring, customer feedback, and operational review processes.
 - Provide dependable cold storage solutions that customers can trust in high-pressure environments.
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Scope

This policy applies to all staff, contractors, suppliers, and operational partners involved in the preparation, transport, installation, monitoring, maintenance, and collection of refrigerated trailers supplied by Onsite Refrigeration.

Commitments

Onsite Refrigeration is committed to:

- Conducting full pre-deployment inspections on every refrigeration unit.
 - Verifying temperature accuracy and operational efficiency before dispatch.
 - Maintaining strict hygiene and cleanliness standards within all units.
 - Providing clear operational guidance to customers upon delivery.
 - Ensuring compliance with all relevant UK safety and environmental regulations.
 - Maintaining responsive 24-hour customer support and breakdown assistance.
 - Protecting customer goods through active monitoring and security systems.
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Equipment Standards

All refrigerated trailers:

- Are routinely serviced and maintained in accordance with manufacturer recommendations.
- Undergo inspections covering refrigeration performance, electrical systems, structural integrity, and operational safety.
- Are cleaned and sanitised before and after each hire.
- Are monitored for reliability, temperature stability, and performance trends.
- Are fitted with internal and external security alarm systems to help protect stored goods and equipment.

Any trailer that does not meet operational or safety standards is immediately removed from service until corrective action has been completed.

Security & Monitoring

At Onsite Refrigeration, protecting customer stock, equipment, and operational continuity is treated as a critical priority.

Our refrigerated trailers are equipped with:

- Real-time GPS tracking systems
- Remote temperature monitoring
- Automated alarm notifications
- Internal and external security alarm systems
- Heavy-duty wheel locks
- Tow hitch security locks

Our monitoring systems provide immediate alerts in the event of:

- Temperature deviations
- Power interruptions
- Security breaches
- Unauthorised movement or trailer tampering

This layered approach allows our operations team to respond rapidly to both refrigeration faults and security-related incidents.

These measures are designed to:

- Protect customer goods and temperature-sensitive stock
- Reduce theft and tampering risks
- Improve asset visibility and recovery capability
- Maintain uninterrupted cold storage operations wherever possible

Service Delivery

At Onsite Refrigeration, service delivery is built around reliability, rapid response, and proactive operational support.

Our service approach includes:

- 24/7 emergency support and customer response.
- Guaranteed response times within 3 hours across London and the South of the UK where operationally possible.
- Rapid deployment and setup of refrigerated trailers.
- Remote temperature monitoring across active refrigeration units.
- Automated alarm systems providing immediate operational alerts.
- Clear communication from initial enquiry through to collection.
- Flexible rental solutions tailored to customer requirements.

We aim to operate as a dependable operational partner, not simply an equipment supplier.

Failure Response Protocol

If a refrigeration unit experiences a fault, alarm condition, or temperature deviation:

1. The remote monitoring system immediately triggers an alert to our operations team.
2. Engineers and response personnel are contacted without delay.
3. Customers are updated regarding response status and expected arrival times.
4. Where required, contingency refrigeration units are deployed to minimise operational disruption.
5. Fault investigations and corrective actions are completed following resolution to prevent repeat failures.

Our objective is straightforward:

Protect customer stock, minimise downtime, and restore operational continuity as quickly as possible.

Industries We Serve

We provide refrigerated trailer hire and emergency cold storage support across a wide range of industries including:

- Food and beverage distribution
- Catering and hospitality
- Festivals and live events
- Pharmaceutical and healthcare storage
- Retail and supermarket support
- Commercial refrigeration breakdown support
- Logistics and supply chain operations
- Facilities management services

Our experience across multiple sectors enables us to respond quickly and effectively in demanding operational environments.

Quality Management Systems

We operate structured quality management systems and operational procedures designed to ensure consistent service delivery and accountability.

These systems include:

- Routine equipment audits and maintenance reviews.
 - Ongoing staff training and operational development.
 - Customer feedback monitoring and service evaluation.
 - Supplier and contractor assessments aligned with our operational standards.
 - Compliance with all applicable legal, safety, and environmental requirements.
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Performance Promise

At Onsite Refrigeration, we do not rely on vague promises of “quality service.”

Our performance is measured by:

- Reliability of refrigeration performance.
- Speed of operational response.
- Protection of customer stock.
- Clear communication under pressure.
- Ability to maintain customer continuity during refrigeration emergencies.

We commit to:

- Delivering refrigeration units that are fully operational, tested, and deployment-ready.
- Maintaining dependable temperature control throughout the hire period.
- Responding rapidly to faults, emergencies, and breakdown situations.
- Taking ownership of issues until they are fully resolved.
- Providing honest advice, practical solutions, and dependable support at all times.

Our reputation depends on keeping our customers operational when refrigeration failure could otherwise stop business completely.


Responsibility

Quality is the responsibility of every member of the Onsite Refrigeration team.

Management oversees implementation and compliance, however all employees and operational partners are expected to uphold company standards and report any operational risks, faults, or service issues immediately.

Review

This policy is reviewed annually, or following significant operational, regulatory, or industry changes, to ensure continued effectiveness and alignment with best practice standards.



R Nichols

Managing Director

Onsite Refrigeration

www.onsite-refrigeration.co.uk