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## **QUALITY POLICY STATEMENT**

Fairfax Plant Hire Ltd strives to be the best provider of independent plant hire in Yorkshire, north of England and the north midlands. Through the use of these guiding principles, everyone who works for Fairfax Plant Hire Ltd is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class products and services. Our goal is 100% customer satisfaction 100% of the time.

**Our Quality Policy is defined and strongly driven by the following management principles and behaviors:**

- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Achieve our commitments for quality, cost, and schedule
- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well
- Quality is a key part of every job and business.
- Quality is key to competitiveness.
- Quality creates value for customers.

These commitments are defined and communicated as part of the companies Health, Safety, Quality and Environment system.

A handwritten signature in black ink, appearing to read 'Mark Love'.

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Mark Love  
Director  
January 2025

