

## QUALITY POLICY

Clee Hill Plant Limited is committed to effective Quality Management at every level and has adopted a formal Quality Management System which provides the framework from which its objectives are achieved. Whereas the Quality Management System has been approved by BSI (British Standards Institution) and meets, in full, the requirements of BS EN ISO 9001: 2015 Quality Management System Standard the company is committed to the continual improvement of the system and the services provided.

The company is dedicated to an ongoing policy objective of supplying hire equipment and service at competitive rates in accordance with Customer requirements. A continuous programme of investment in our equipment and support fleet has led to expansion and modernisation, providing customers with efficient, reliable and up to date equipment.

Customer requirements are monitored and taken into consideration when reviewing the composition of the hire fleet as part of our commitment to match plant availability to market demand.

In meeting its commitments, the Company ensures that: -

- The Quality Management System fulfils the needs and requirements of all Stakeholders as contained in the Company's Mission Statement and is in alignment and compliant with our Company's Core Values and Policies and Procedures in particular, but not limited to, Human Resources, Health Safety and Environmental and Corporate and Social Responsibility Policies.
- The Quality Management System requirements are understood and complied with by employees at all levels.
- Employee duties and responsibilities are clearly defined, outlined in written procedures and training provided in accordance with our Training and Development Policy.
- All equipment is serviced prior to hire and inspected immediately prior to despatch.
- All equipment is serviced and maintained at prescribed regular intervals in accordance with formal maintenance procedures in order to ensure reliability during hire and to comply with statutory safety requirements.
- All callouts are recorded and subject to thorough review and corrective action taken whenever appropriate.
- It employs suitably qualified, experienced, and competent fitters and maintains a fleet of fully equipped service vans to minimise downtime in the event of callout.
- It operates a transport fleet of custom-built vehicles based at each depot sufficient to provide reliable delivery and collection of equipment in accordance with Customer requirements.
- Regular internal audits and management reviews are performed to ensure ongoing compliance with the Quality Management System and help identify and implement opportunities for continuing improvement.
- Documentation required by the Quality Management System is controlled; managed and archived as appropriate.

**David Hargreaves**  
**Managing Director**

**Graham Cobb**  
**QESH Manager**