

Pollock and Sons Crane Hire Limited aim to provide a quality service that exceeds our customers' expectations. Our objective is to ensure excellence in all our projects, services, technical capabilities, relationships and competitiveness.

**Pollock and Sons Crane Hire Limited will achieve this commitment to quality by;**

- Maintaining an effective quality management system and regularly review quality processes and objectives
- Ensure quality throughout all aspects of each job from start to finish
- Ensure our customers' needs and expectations are clearly understood
- Ensure compliance with all regulatory and statutory requirements
- Identify and investigate any non-conformances as part of continuous improvement
- Only accept quality materials and products from our suppliers
- Ensure a culture of continuous improvement at all levels of the company
- Promote innovation, motivation, participation, training and development of all staff
- Maintain a high standard of work that enhances our reputation and those of our customers, stakeholders and contractors
- Communicate this policy to our employees, stakeholders, contractors and all interested parties to ensure continued adherence to this policy

All employees are responsible for ensuring quality objectives are achieved and the relevant procedures have been implemented and are in use.

A handwritten signature in blue ink, appearing to read 'Wayne Slater'.

Wayne Slater  
Managing Director  
Pollock & Sons Crane Hire Limited  
September 2023

