

# QUALITY POLICY



This policy statement will be communicated to employees, customers, suppliers and contractors.

GAP Group Ltd is a customer focused business providing its customers with hire solutions of the highest standards. The Company benefits from a well-trained and motivated work force, recognising that every employee has an impact on performance and product quality. GAP employees and our 'One Team' ethos has become one of our key differentiators.

We recognise that understanding our customers and determining their requirements is essential for ensuring quality, reliability, availability, safety, contract specification and performance to achieve continuous improvement. We therefore ensure that all operations are conducted on the basis of right first time, every time.

The Company will ensure that all relevant legislation and other requirements for Quality are met and exceeded where best practice is available. GAP has made significant investment in time and people, rolling out a company-wide programme which contains our Vision of being 'The UK's most innovative Hire Solutions provider' and our Mission Statement which is:

- To adapt and grow in partnership with our customers
- To recruit, retain and develop the most talented people
- To deliver market leading investment year on year

GAP's risk framework, as demonstrated by our internal combined SHE and Asset Management auditing regime, provides staff and customers alike with complete reassurance and satisfaction in terms of our commitment to safety, quality and good governance.

GAP is committed to continually improving in all areas of the business to provide a safer working environment and improved efficiency. Performance is driven through objectives and targets set annually by Top Management. Annual Management Reviews ensure the continuing effectiveness and appropriateness of our systems, policies and processes whilst monitoring progress on objectives and targets.

The Board is responsible for ensuring that all resources and infrastructure necessary for implementing this statement are provided. Their roles and responsibilities for the management of Quality are outlined in the Company's Manual.

The Manager at each depot location has the authority to deal with all Quality matters for the Company. Deviation from Company policy is not permitted without prior written consent of a Managing Director.

Handwritten signature of Douglas Anderson in black ink.

**Douglas Anderson**

Joint Managing Director

Handwritten signature of Iain Anderson in black ink.

**Iain Anderson**

Joint Managing Director

June 2023