

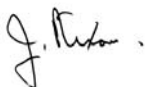
John Nixon Ltd is committed to ensuring that our plant and accommodation hire operations are performed to the highest standard in order to meet or exceed our customers' needs and expectations in line with our core values and Mission Statement.

To achieve this, we have established, implemented and maintain an effective quality management system (QMS) consisting of policies, procedures, work instructions and processes that comply with applicable requirements of ISO 9001:2008. The QMS takes account of best industry, health & safety practices and regulatory requirements.

We employ trained and competent staff, who are expected to adhere to all aspects of the Quality Management System that relate to their post. We communicate widely to our employees to highlight our successes and acknowledge their contribution to improving the quality of our services. Employees are actively encouraged to make suggestions that will improve our processes and procedures.

We monitor our performance through internal audits and the implementation of a series of Key Performance Indicators that measure service provision, the effectiveness of our processes and customer satisfaction. The data is analysed and used as a basis for setting objectives and targets to improve the QMS with a consequential improvement in hire operations and increased levels of customer satisfaction.

**John Nixon**

A handwritten signature in black ink, appearing to read 'J. Nixon'.

**Chairman**