



QUALITY POLICY

Version 1.1

04 December 2025

M J Hickey (plant hire) Ltd aims to deliver quality products and services through an understanding of our customers' needs and the operation of best practice in the delivering of our services.

Customer focus - we retain clear focus on the needs of current and potential customers through awareness of product and service quality and ensuring these meets or exceed the customers' expectations

Leadership - our leaders create a clarity and unity of purpose within the Company and an environment in which the organisation and its people may excel.

Management by processes and facts - all inter-related activities are understood and systematically managed; decisions concerning current operations and planned improvements are made using reliable information.

People development and involvement - we release the full potential of our employees by developing a culture of trust and teamwork that encourages the involvement of everyone

Continuous Improvement - is an integral part of how we work and think and encompasses all aspects of operation

Partnership development - we work with our partners and suppliers to develop mutually beneficial relationships built on trust, sharing of knowledge and integration.

Public responsibility - we maintain an ethical approach to our business and aim to exceed the expectations of stakeholders and to achieve compliance with all regulations. Excellence in health, safety and environmental performance is a key target.