

It is Speedy's mission to be the most efficient and sustainable UK hire business: digital and data driven, optimised through operational excellence and powered by our people. In order to do this we have strong values which we stand by.

At Speedy we always aim to provide an excellent service to our customers and have high standards of equipment and services.

In our endeavour to achieve this objective, we will;

- continually improve the quality Management System and transform the business as required.
- develop our colleagues by providing bespoke training and development to enable them to provide quality outputs.
- maintain & improve standards of processes and procedures including our equipment lifecycle.
- monitor customer feedback and manage feedback loops to drive improvements through the business.
- Improve product offering by introducing new and innovative products to the fleet.

Our aim is to make it easy for customers to do business with us, through providing a choice of different contact options to suit their individual needs.

Speedy provide safe, reliable hire equipment and services to enable successful delivery of customer projects and to deliver excellent customer service and operate efficiently every time - safely.

Speedy Hire Plc Directors, Management and colleagues are dedicated to providing products, services and processes that will meet the needs of our customers. This will be achieved by operating a comprehensive, co-ordinated Quality Management System throughout the network.

The system is designed to meet the requirements of ISO 9001: 2015 and is implemented across the whole organisation, embracing all of the activities which impact upon our customers to ensure the long-term future of our respective businesses.

We provide programme, project and change management support for the initiatives which will deliver Speedy's Velocity strategy.

The Company is committed to continual improvement within the Quality Management System, to provide the necessary working environment, training, resources and to involve our suppliers who are actively encouraged to improve the quality of their products and services. This will be achieved by setting quality objectives, a schedule of audits and management reviews that are measurable and focused on meeting the needs of the business and our customers.

The Directors of the Company are committed to ensure that the system is effective in achieving a quality of service that meets the requirements of our customers both now and in the future and all other applicable requirements. This policy is reviewed for continuing suitability and is communicated, understood and implemented throughout the organisation.

*Dan*

Dan Evans  
Chief Executive  
Speedy Hire Plc