



## 1. QUALITY POLICY STATEMENT

Fred's Forklift & Plant Hire was founded in 1991 and has achieved a steady and controlled expansion rate. It is the Policy of Fred's to work within a management system that provides Quality Service to our Customers.

Fred's operates a quality management system in line with the requirements of ISO 9001 which encompasses Quality, Health and Safety and Environmental Management issues. The Health and Safety and Environmental Management policies, plans and procedures are maintained at Fred's premises.

It is the responsibility of Fred's Members and staff to review, improve and measure the Quality Management System on an ongoing basis.

Fred's members and staff create and sustain a clear and visible quality management system to guide all activities of the organisation towards total quality excellence.

Fred's is dedicated to quality and continuous process improvement for both clients and employees.

## 2. OBJECTIVE

Our main objective is to ensure that through our Quality management system we deliver the full requirements to the client regarding Forklift Rentals, Parts, Service & Repair and the Sale of used Forklifts.

Due to the nature and size of Fred's business, on-the-job training and hands-on management of processes, improvements and resolution of challenges as they arise is our commitment to achieve our objective to provide excellence in the Forklift industry in which we operate.

Fred's will endeavour to maintain a passion for continuous improvement and continuously improve processes and on-the-job training requirements as needed.

We focus on the following objectives to achieve this overall goal.

- Development and implementation of an effective system of procedures and processes to plan, implement and control activities throughout the provisioning of the Forklift Services we provide to our customers
- Enable, perform and manage activities that ensure our client promises are kept.
- Focus on Client Satisfaction in all of the company activities.
- Establish and maintain the infrastructure to provide effective operations in the context of our small businesses.
- Encourage employee involvement at all levels of the business in establishing and achieving quality goals.
- Continually improve Fred's processes and Forklift services we provide.
- Mutually beneficial partnerships are developed and maintained with suppliers who share our commitment to achieving increasing levels of client satisfaction within the Forklift Industry.

## 2. Review

This policy which is subject to periodic review, has been communicated to all employees, who must comply with all its requirements. It is available in the Quality Management System file.