



WATKINS HIRE LTD **QUALITY POLICY**



Quality Policy

Today, the markets we address are changing at an ever increasing pace and competition is becoming more intense. The way for Watkins Hire Ltd to meet these challenges is through the effective implementation of its Quality Policy:

- Customer satisfaction and loyalty
- Competitiveness
- Employees motivation

Each of these values is supported by the following principles:

Focus on customers

- **We listen and understand their overall needs.**
- **We offer product and service solutions.**
- **We strive to be innovative.**
- **We commit on delivery, price and performance.**

Focus on competitiveness

- **We continuously improve our products and services.**
- **We develop timely roadmaps for products and technologies.**
- **We continuously reduce process cycle times.**
- **We are pro-active and take fast and effective decisions.**
- **We respect and share objectives and commitments.**

Focus on people

- **We continuously develop the individual and collective skills of our teams.**
- **We exchange relevant information with transparency.**
- **We communicate effectively and promote team working.**

MANAGEMENT RESPONSIBILITY AND AUTHORITY

Quality Management System of Watkins Hire Ltd is the responsibility of the Managing Director. However, in order to guarantee the necessary activity and involvement of the operations managers and to facilitate feedback, the Managing Director is supported by:

The Depot Managers who assists the Managing Director in the supervision, the development and the application of the Quality Management System and searches for continuous improvement.

The Process Owners who are appointed by the Management Board and who, within the perimeter of their process, are in charge of the definition and the implementation of the measures for the monitoring and improvement of the process.

The Department Managers to whom the Managing Director delegates the right to act on his



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behalf, with respect to Quality Management System in their activity segments. They have full authority to apply the Quality Management System for products, services and activities under their responsibilities.

DEVELOPMENT OF QUALITY MANAGEMENT SYSTEM

The Depot Manager carries out all tasks of management, execution and necessary verification for the realization of quality objectives.

He is responsible for:

- The development and improvement of the efficiency of processes
- The coordination of the auditing activity and the implementation and follow-up of the internal audits
- The implementation of the Quality Policy
- The Policy of Certification
- The update and management of the Company's baseline

MANAGEMENT OF RESOURCES

The level of necessary resources is revised on a yearly basis, according to:

- The commercial situation
- The strategy, to anticipate the long-term situation versus the market
- The mid-term planning, a 3-year window budget.

HUMAN RESOURCES

The improvement of competences of the staff is one of the essential factors to obtain quality and the improvement of the efficiency of the Company.

In order to enable Watkins Hire Ltd to attain its objectives and on the basis of its defined strategic orientations, the main following actions are led:

- Recruitment of staff
- Building and implementation of the Human Resources development policy concerning: Information, instruction and training

The Board of Watkins Hire has formulated the quality policy. The policy is explained and discussed at induction training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company.

Mark Hills
Managing Director