

Quality Policy Statement

SWAT access Ltd. is committed to offering a second to none service to all our customers at all times and to ensure that our customer's needs, and requirements are fully met.

The goal of the Company is to achieve a high level of customer satisfaction y working in partnership with the customer to establish the best possible solutions to their current Plant & Hire requirements.

The quality policy is based on the following principles:

- Ensuring that we fully identify and conform to the needs of our customers
- Supply the best possible Plant & Machinery available
- Offer cost effective transport to and from customers sites at times suitable to all customers
- Continue to offer customer support whilst Plant & Machinery in on customers sites

To ensure this policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements. The majority of staff have had many years of experience in the Plant & Machinery sector with several in excess of 25 years.

A Plant & Machinery replacement and disposal programme is in place to ensure our hire fleet is up to date with currently available equipment.

All Plant & Machinery undergoes a set pre hire inspection procedure to ensure it meets the required standard of safety and operation. Through safety inspections are carried out to all applicable machinery at the required periods of time as set out in the Health & Safety Policy.

Transport to site is offered on all hires using our own up to date vehicles at a cost-effective price arranged at the time of order. Deliveries and Collections are carried out at an agreed time and date as near to the customers requirement as workload and road conditions and legislation permits.

All depots have service and workshop staff available to attend to any faults that may occur to Plant & Machinery on site and will attend promptly and efficiently.

All personnel understand and fully implement our policies and objectives and are able to perform their duties effectively.

SWAT access Ltd will constantly review and improve on the services we provide and ensure tasks are completed in the most cost effective and efficient manner for the benefit of all our customers through training and experience.

Signed.....

Stewart May - Managing Director

Date 1st July 2024