

Group Quality Policy Statement

The long-term success of Aggreko is built on the quality and value we provide to our customers and our ability to offer the right products, systems, services and solutions. By developing our people and investing in our equipment and systems, processes and business information, we will continue to improve our service offering.

We are committed to:

- **Ensure** that our customers' service requirements are delivered on time, to their expectations
- **Listen** to our customers and respond to opportunities to improve our service offering and their experience of working with Aggreko
- **Ensure** that our people have the required skills, tools and ability to conduct our business effectively and efficiently
- **Continue** to maximise efficiencies in our operating processes, developing standard ways of working and removing unnecessary duplication
- **Drive** a culture of collaborative working and continual improvement of our operating standards, systems and processes
- **Continue** to explore the use of new technologies, fuels and refrigerants to help customers switch to more sustainable solutions
- **Ensure** that our equipment, systems and business processes are designed, built, operated and maintained in compliance with legal and other external stakeholder requirements
- **Ensure** that our suppliers are aware of our exact requirements and deliver to those expectations
- **Ensure** that any element of our service offering, which is subcontracted, is done so in adherence to the expectations of Aggreko and our customers
- **Anticipate** business risks and opportunities, acting to mitigate risk and maximise opportunities
- **Set**, monitor and review quality objectives and key performance indicators, provide assurance through an effective audit program and react to non-compliance or non-adherence
- **Ensure** that line managers are given information and data to allow informed decisions and actions to be taken

The success of this policy requires the full involvement and commitment of everyone working on behalf of Aggreko.

The Group Director of HSE is responsible for ensuring that Aggreko maintains a comprehensive management system that is routinely audited, and provides assurance to the Executive and the Board, who regularly review our quality performance.



Blair Illingworth
Group Chief Executive Officer
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