



QUALITY POLICY

Policy Owner: Dominique Brochier, Sustainability Expert
Policy Sponsor: Jason Watson, CEO
Approver: Sustainability Committee
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1 PURPOSE

The quality of any organisation's products and services is essentially determined by the ability to satisfy customers. Customers can be external or internal, and products and services are be interpreted as any output of a process or activity carried out by TCR.

The purpose of this policy is to provide a general guidance framework for quality management and objectives applicable to all activities of TCR Group.

2 SCOPE OF THE POLICY

This policy applies to all entities of the TCR Group.

3 POLICY DETAILS

TCR's goal is to become the world's leading provider of Ground Support Equipment (GSE) rental and related services to the Aviation industry. TCR is committed to providing services which meet the needs and expectations of its stakeholders whilst ensuring all its statutory and regulatory requirements are met. TCR commits itself to applying the following principles:

1. We deliver what we promise to our customers, and we take every opportunity to improve our performance to meet our customers' expectations, in strict compliance with all applicable regulatory requirements and in line with our Sustainability strategy.
2. Building on our strengths, we are committed to sustainable growth by supporting our existing customers, expanding into new markets – including other continents - and acquiring new customers. Furthermore, we proactively seek to understand the economic, operational and environmental challenges and expectations of our industry, and adapt our service offering to deliver greater value to GSE operators. In this way, we aim to accelerate towards our shared goal of a more sustainable aviation industry.
3. We aim to optimise use of our GSE fleet to serve our customers globally, and act responsibly throughout the GSE lifecycle: from the time equipment enters the fleet until it departs it.
4. We maintain the GSE for which we have responsibility, in compliance with manufacturers' recommendations, while meeting GSE availability requirements agreed with our customers. We aim to improve the effectiveness of our maintenance operations by optimising and monitoring our processes and continuously developing associated tools.
5. We monitor and evaluate stakeholder feedback, using it as an opportunity to improve and addresses concerns in a prompt and professional fashion, resolving issues to maintain stakeholder confidence.
6. We use objectives and targets, business process monitoring, internal audits, corrective and preventive actions and management review processes to drive continuous improvement in quality.
7. We aim to be an employer of choice, by providing a safe and motivating work environment where everyone can have a voice regardless of position or title, where objectives and responsibilities are clear, where initiative and teamwork are encouraged, and where we achieve shared goals and celebrate our success together.

As a framework to enable the aforementioned goals, TCR International has implemented and maintains a quality management system in compliance with the ISO 9001-2015 standard. TCR International management commits to continuously improve its performance.

The ultimate accountability for quality lies with the TCR Board which ensures that it is given equal priority with other major business objectives.

The Chief Executive Officer has ultimate day to day responsibility for the implementation of this policy and delegates line management responsibility requiring commitment from all employees, consultants, and contractors. Specific arrangements and organisational responsibilities are detailed in the quality management system.

Adherence to this policy and associated processes and procedures is a condition of employment for TCR staff and a condition of engagement for consultants and contractors. The Board reviews this policy annually and updates it as required, monitoring its implementation on an ongoing basis.

Accepted and agreed by TCR Sustainability Committee
Executed by the CEO

A handwritten signature in black ink, appearing to be 'J. Watson', written in a cursive style.

Jason Watson, CEO
Policy Sponsor

A handwritten signature in blue ink, appearing to be 'D. Brochier', written in a cursive style.

Dominique Brochier, Sustainability Expert
Policy Owner

FURTHER QUESTIONS

Any questions regarding this Policy and its implementation can be addressed to Dominique Brochier (dominique.brochier@tcr-group.com)

