

Governance continued

# Quality Management

Quality is an essential benchmark in our organisation. As such, we have focused on enhancing control measures across our services to ensure reliable equipment functionality, premium equipment presentation and the rigour of regulatory compliance and environmental standards are embedded in our operations.

A quality audit of our operations last year identified the following addressable areas for improvement:

### Training for Logistics Teams & Equipment Handling

Best practice training in equipment procurement, preparation, repair, packing and logistics was undertaken globally with improved methods of vehicle loading that ensure safer protection of equipment in transit and safer loading processes for our colleagues.

### Maintenance Reporting

Each regional distribution centre provides monthly reports detailing the care and maintenance of their equipment, including any items that were lost or damaged and the actions taken to address these issues. In addition to recovering the costs of these damages, we focus on preventing future occurrences by identifying and addressing the root causes of these issues. This proactive approach ensures continuous improvement in our maintenance processes and the long-term reliability of our assets.

### First 10 Day Failure Reporting

A key metric we track is the percentage of assets that experience any issues within the first 10 days of rental. This period is particularly important for short-term rentals, where any problems could impact the overall rental experience that may constitute 10 days or less. To better identify and address issue root cause, we have implemented enhanced reporting that enables our asset management teams to pinpoint factors contributing to any equipment issues, such as performance breakdowns, missing accessories, or incorrect setup. Access to granular data enables colleagues to conduct thorough investigations, identify any trends and quickly address underlying causes, implementing corrective actions

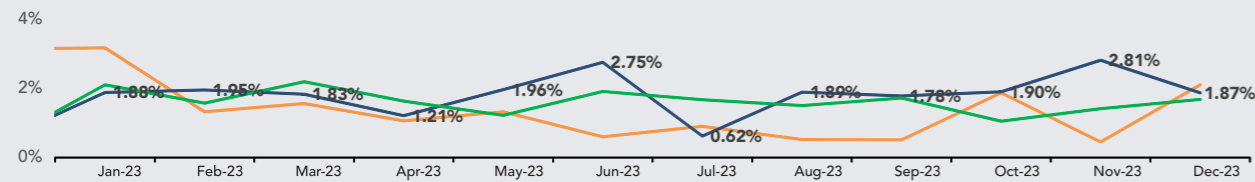
to prevent future occurrences to ensure a consistently high-quality experience for our clients. Regardless of length of asset rental, a smooth initial rental period reflects effective commissioning processes and comprehensive quality control. Monitoring these occurrences helps our regional teams ensure that their preparation, maintenance and dispatch processes are robust, and aligned with our commitment to maintain a consistent global standard of equipment reliability for every customer.

We are proud to share that in 2023 our first 10-day failure rate stood at just 1.98% even during peak rental seasons. In 2024, we have seen an even further reduction to 1.08%, which equates to an average reduction of 20% on first 10-day fix rates.

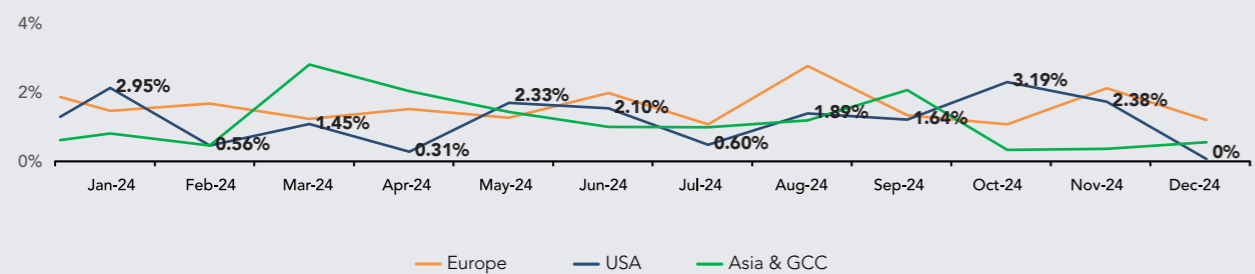
The impact of this improvement extends beyond operational efficiency. By reducing the need for vehicle trips to repair or exchange assets on site, we have also lowered our carbon footprint, achieving a total CO2 saving of 5.5 tonnes.

Together these low failure rates reflect the strength of our asset preparation and quality control efforts across all regions. As we continue to perform root cause analysis and refine our processes, we hope to see even further improvements in this data, driving greater reliability and client satisfaction.

### First 10 Day Failure Rate by Region 2023



### First 10 Day Failure Rate by Region 2024



### Recognised Accreditation

Effective quality management ensures that our extensive portfolio of equipment is maintained in optimal condition, ready for deployment whenever and wherever needed. It also drives our continuous innovation efforts, such as integration of advanced IoT monitoring & control technology from LoweConex within our asset fleet to expand our service offering to include real-time temperature monitoring, proactive maintenance and energy management. Our team is also comprised of highly qualified professionals, many of whom hold industry-specific certifications and have extensive experience in their respective fields. Together these elements not only guarantee the safety and satisfaction of our clients but also reinforce our reputation for reliability and quality in the marketplace.

As such, our commitment to achieving ISO 9001 Quality Management, which stretches back to our first accreditation over 24 years ago, underscores the longevity and continuous improvement of the governance processes we have put in place to ensure

quality remains uncompromised within our organisation. In 2023 and 2024, we further extended this commitment by achieving ISO 9001 certification across our USA and GCC operations, marking yet another milestone in our journey to set world-class quality as our minimum standard.

As an internationally recognised quality management standard that helps organisations implement clear, repeatable processes to maintain a quality service for their customers every time, ISO 9001 has been embedded in our organisation since the turn of the millennium.

### Looking Forward

As an organisation with an established international footprint, we are committed to replicating our regional successes on a global scale, implementing unified practices that uphold our stringent quality standards. In 2025 we will complete our regional accreditation globally, ensuring that our quality management standards are certified worldwide.



As an ISO 9001 certified organisation Lowe Rental Corporation have demonstrated:

- Enhanced customer trust and satisfaction
- Robust quality control processes
- Increased operational efficiencies and practical productivity gains
- Commitment to a culture of continuous improvement

### Many Steps, One Standard

 <b>USA Georgia</b> Achieved 2023	 <b>UK Marchington</b> Since 2018	 <b>UK Cheltenham</b> Since 2000	 <b>Spain</b> Undertaking 2025
 <b>USA Texas</b> Achieved 2023	 <b>UK Lisburn</b> Since 2018	 <b>UK Gloucester</b> Undertaking 2026	



 <b>UAE</b> Achieved 2024	 <b>KSA</b> Achieved 2024	 <b>Singapore</b> Undertaking 2025	 <b>Hong Kong</b> Undertaking 2025
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