



TCR GROUP

QUALITY POLICY

26 January 2018





TCR GROUP QUALITY POLICY

TCR's goal is to become the world's leading provider of Ground Support Equipment rental and related services to the Aviation industry. TCR commits itself to applying the following policy 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 legal and regulatory requirements.
- 2.** Building on our strengths, we are committed to grow, by supporting the growth of our customers, and by acquiring new customers in Europe and other continents. Furthermore, we actively seek to understand our industry's challenges and expectations, and adapt our service offering to bring more added value to GSE operators.
- 3.** We aim to make the best use of our fleet of Ground Support Equipment to serve our customers globally, and act responsibly throughout the GSE life cycle : from the time it enters the fleet until it leaves it.



4. We maintain the GSE under our care 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 sharing best practices and adopting standards where relevant.
5. We aim to be an employer of choice for our current and future employees, by providing a motivating work environment, where objectives and responsibilities are clearly communicated, initiative and teamwork is encouraged, and success and failure are shared.
6. As a framework to enable the above mentioned goals, TCR International will implement a quality management system in compliance with the ISO 9001-2015 standard. TCR International management commits to continuously improve its performance.



Marc DELVAUX • Chief Executive Officer

Tom BELLEKENS • Chief Operating Officer

Benoit BIEBUYCK • Chief Financial Officer

Alain DELFOSSE • Chief Information Officer

Patrice DE HEMPTINNE • General Counsel &
Company Secretary

Benoit DE BORMAN • Operations Support Director

Jan DE LEEUW • Commercial Director

Gerd VAN DAMME • Asset Director

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