

KENNARDS
HIRE

GEARED FOR THE FUTURE



G'DAY FROM BILL

CONTENTS

Today, environmental, social, and governance (ESG) principles build the foundations for how businesses can play their part to work on issues that affect our communities and how we live. This is an important role for businesses to play and we're all looking at how to make positive contributions.

At Kennards Hire, we're taking our role seriously and looking to adapt to keep up with a changing world. As a hire business, we've always been keen on sharing and we have always played a positive role in how we support the communities we operate in. Our business model is based on making our tools and equipment available to everyone, to maximise their use and value. This is one key way we can help others minimise their environmental impact. But we know, there is always more to be done. We're committed to learning, adapting, and implementing priority actions to enhance our resilience and sustainability over the coming years. We want to work collectively with you, our customers, and the community to lay strong foundations for the next generation.

Our ESG roadmap, 'Geared for the Future', is our commitment to our customers, people, and communities that we'll continue to learn and improve how we do

business. We're excited about the future, and we are also proud of the positive changes we've achieved over recent years, including:

- Our role in driving clean power solutions, introducing Australia's first zero exhaust emissions hydrogen power generators in the hire industry.
- Our steps towards renewable energy, with 75 branches now with rooftop solar.
- Our strong culture and dedication to our people, earning us recognition as a Great Place to Work.
- Our contributions to community, actively supporting our charity partners through the Kennards Hire Foundation which aids young people experiencing disadvantage and supports conservation.
- Our growing range of more sustainable products for hire.

We're constantly moving forward but recognise that there is always more work to be done. Geared for the Future outlines our vision for how to responsibly lead our business and continue our 75+ year legacy of making your job easy.

Bill Whitehouse CEO



WHO WE ARE



ABOUT US

Kennards Hire is Australia and New Zealand's largest family-owned hire business, with a proud history of growth and contribution spanning more than 75 years.

We don't aim to be the biggest, but we always strive to be the best.

This commitment is reflected in our strong family culture, which emphasises values such as teamwork, mutual respect, and support among our people. Our family-oriented approach also extends to our customers, where providing friendly, reliable, and personalised service is a top priority.

With more than 210 local branches and specialised divisions across our network, we're backed by a dedicated team of more than 1,900 team members. We're ready to supply you with the range and volume of equipment you need, whatever it may be – from the tools you need for having a go at DIY, to the site solutions needed to deliver large-scale commercial projects.

As a premium supplier of quality equipment and expert advice, we continually find ways to enhance our offerings and ensure every customer experience is exceptional. We're here to make your job easier and keep your projects moving.



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OUR VALUES

OUR SHARED VALUES FORM THE FOUNDATION OF OUR BUSINESS SUCCESS



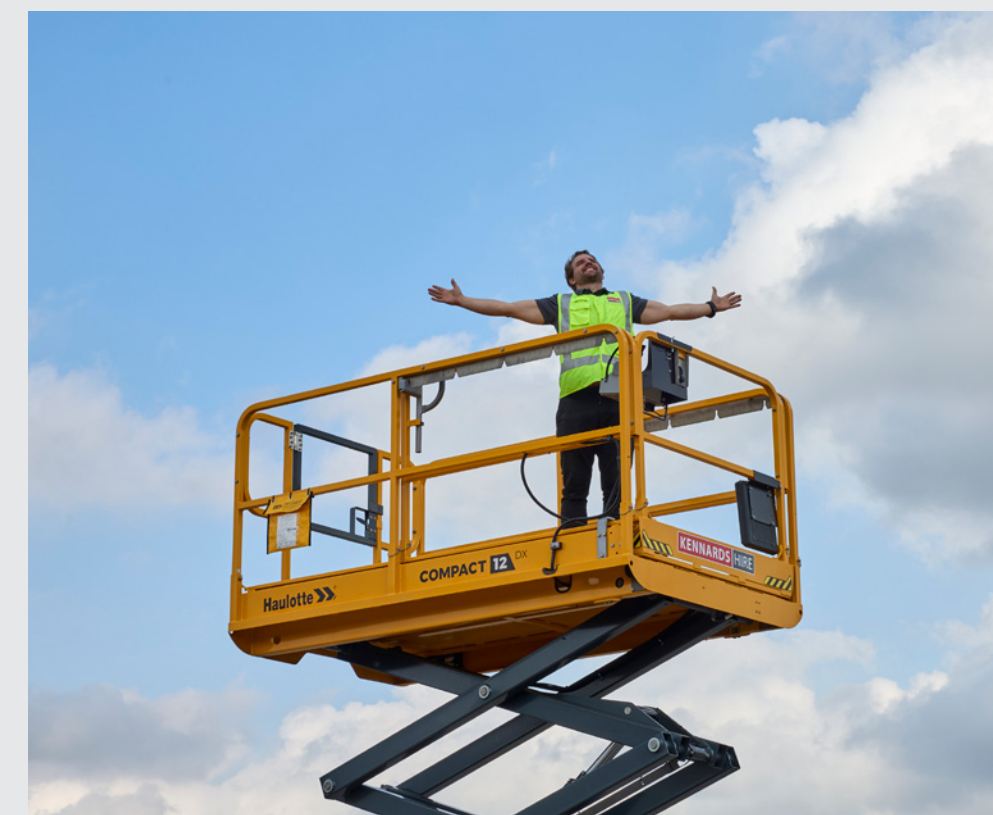
ONE FAMILY

Everyone going home safe each day is our number one priority. We care for our mates and treat each other like family. We work together to get things done and look after one another.



FAIR DINKUM

If we say we'll do something, we'll do it. Always true to our word, we lead by example and we don't over-complicate things.



TAKING HIRE HIGHER

We always look for ways to improve what we offer, and are proud of our position as an industry leader. We constantly aim to show customers the benefit of hire, and why it should be the first choice for their work.



EVERY CUSTOMER A RAVING FAN

We like our customers and want them to leave safe and happy. Every customer is important, and if they've got a problem that needs solving, we just want to help.

GEARED FOR THE FUTURE

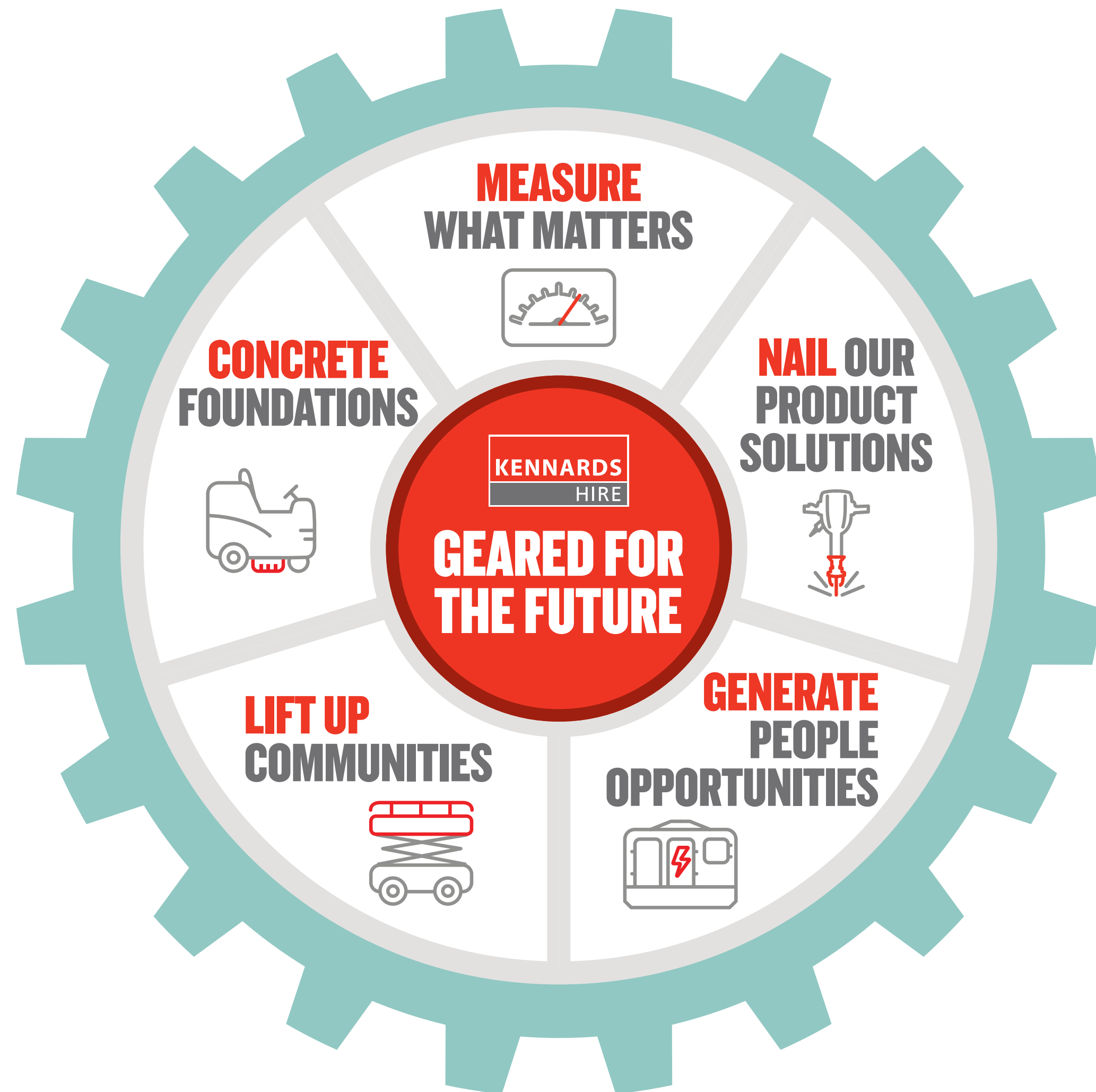
Getting the job right, whether it's big or small, has the potential to have a positive impact on people and communities. The Kennards Hire team and our customers are builders, innovators and problem solvers. That's how we know we have all the tools we need to be **Geared for the Future**.

In 2023, we commenced work on our three-year ESG roadmap, under our strategic platform Geared for the Future. We know that getting the groundwork right will help us accelerate our positive impact in the future and build momentum over the years to come.

This is our vision of how we can lead Kennards Hire to become a more resilient and sustainable business. It's our way of recognising the good we do, while making a commitment to evolve and adapt, to keep up with a changing world, and continue doing good in the future.

Being Geared for the Future means understanding what difference we can make at all levels of our business. We're coming together with our customers, our community and as a team to use every piece of kit to leave the world in a better place.

We maintain our position as an industry leader by continually seeking ways to measure what matters, nail our product solutions, generate people opportunities, lift up communities and lay concrete foundations for success - now and in the future.



WHAT IT MEANS TO OUR TEAM

MEASURE WHAT MATTERS

We're mapping our environmental footprint so we can reduce it and tread lightly for future generations.



"We're taking this work seriously and have backed up our commitments with a roadmap of priority actions to help us become a more resilient and sustainable business over the next three years."

Phillipa Croft – Branch Manager, Rangiora NZ

NAIL OUR PRODUCT SOLUTIONS

We're sourcing the best, most efficient products and giving them a longer life so our customers can choose to tread lightly.



"We provide the right equipment and the right advice. It has to be safe, reliable and efficient."

Olivier Chapman – Business Development Manager, Kennards Major Projects

LIFT UP COMMUNITIES

We're giving back to our local communities in the good times and the tough times.



"The establishment of the Kennards Hire Foundation has enabled us to take a more strategic and focused approach to our giving. In addition to providing financial support from the Foundation, we're working together with Kennards Hire to leverage staff and resources so our non-profit partners can deliver greater outcomes for young people experiencing disadvantage and for the environment."

Mei Ling Ho – CEO, Kennards Hire Foundation

CONCRETE FOUNDATIONS

We're doing the right thing, and always building on strong footings of responsible business operations.



"Running business responsibly should be everyone's starting point, we've all got a part to play to deliver a sensible whole-of-business approach."

Stuart Dean – Chief Operations Officer

GENERATE PEOPLE OPPORTUNITIES

We're making Kennards Hire an even better place to work, where you can belong and progress your career



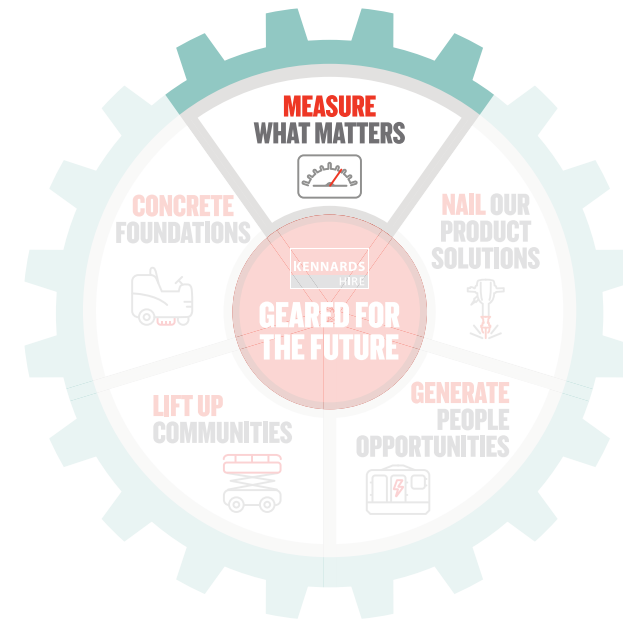
"I'm now one of the 1,900+ strong Kennards Hire family across Australia and New Zealand."

Together, we work to make Kennards Hire the best and to support each other to be our best."

Rikki Hormaechea – Branch Manager, Rockingham WA

WHAT WE'RE DOING





MEASURE WHAT MATTERS

We're building our understanding of what impact we have on the environment so we can find ways to reduce it. We're collecting and surveying the sustainability metrics that matter most to our business so we can do our ESG work more effectively.

We've provided our branch managers with the tools to track and measure their sustainability performance at the site level to identify any energy or waste intensive behaviours and processes.



EMISSIONS

This information helps us to understand where we are best placed to make positive change.

Emissions	Scope 1	Scope 2	Scope 3
What they are	Direct emissions from operations	Purchased emissions	Indirect emissions, upstream (e.g. emissions associated with the manufacture of our equipment) and downstream (e.g. emissions associated with the use of our equipment)
What we know	Most of our Scope 1 emissions come from use of fuel in transportation	Our Scope 2 emissions largely come from electricity used to power our branches and support locations	We'll investigate and discover what contributes to our Scope 3 emissions
What we do	One action we're taking is to trial low and no emissions vehicles in our fleet	We're installing rooftop solar panels on our branches We're trialling low and no emissions vehicles in our fleet	After mapping our Scope 3 footprint we'll figure out the best ways to reduce

OUR ENVIRONMENTAL AND SUSTAINABILITY INITIATIVES

Electric Vehicle Trial

We're introducing electric vehicles (EVs) into our operations fleet. As alternatives to fossil-fuel powered vehicles become more readily available and reliable, Kennards Hire is trialling electric vehicles to understand the best approach to maintaining quality and efficiency for our customers while transitioning to more sustainable options.



Transport Optimisation

In addition to procuring more efficient vehicles, we're also looking to minimise our vehicle's time on roads. Our expansive branch network and ability to provide on-site, pop up branches means we're close to our customers, and efficient fleet scheduling, through EasyTrak, Kennards Hire's proprietary IoT platform, enables our delivery vehicles to travel less kilometres helping to minimise carbon emission output.



Recycling & Waste Management

In our business, waste comes from things like supplier packaging, cleaning equipment, general maintenance activities and equipment disposal. We're changing the way we do things over time.

We're looking at how to help our branches create less and recycle, alongside working with our waste management suppliers to understand how we more efficiently manage our waste streams. This will help us focus on where we can make the most impactful improvements.

We've started adding new ways to recycle with the addition of several waste stream diversions. These changes will help us develop principles to improve waste management across branches and sites.



One distribution centre, in Penrith NSW, has reduced what's going into landfill by installing mixed recycling, timber, metals and green waste streams. These sorts of changes are happening at other large branches too, finding the specific solutions that work for specific sites. We're also exploring custom solutions to support more sustainable disposal of large and hard plastics, concrete dust, soil and sludge.



CASE STUDY

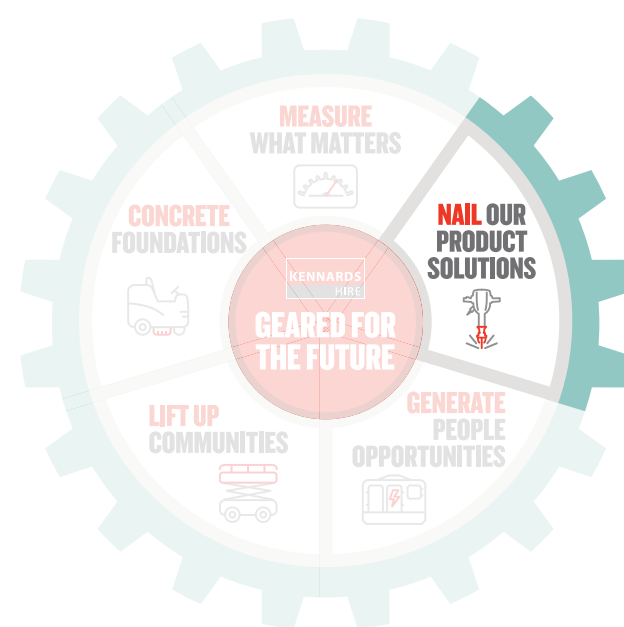
Solar Implementation in our branch network

We're rolling out solar across Australia. We've already installed rooftop panels on 75 branches in Australia and aren't stopping there. We've got another 50 locations lined up for the next stage of instalments. The branches already using solar are generating up to 75% of their electricity usage from their rooftop panels.

Our Airport West Branch, in Victoria, has experienced the benefits rooftop solar panels can deliver. We installed and switched on a 49-kilowatt capacity system in early 2023. In the first full financial year of operation these panels delivered strong results:

- 65.9% of the branch's total electricity was generated by rooftop solar.
- 99.5% of the electricity from the Victorian grid was offset by electricity sent back to the grid from the rooftop solar.
- We avoided 35 tonnes of CO2 emissions, or 52 tonnes if we include the energy sent back to the grid.

NAIL OUR PRODUCT SOLUTIONS



The world is moving away from its reliance on fossil fuels and at Kennards Hire we want to be part of the clean energy transition. So, we're looking for new products and solutions that give you cleaner, more efficient ways to keep your project moving.

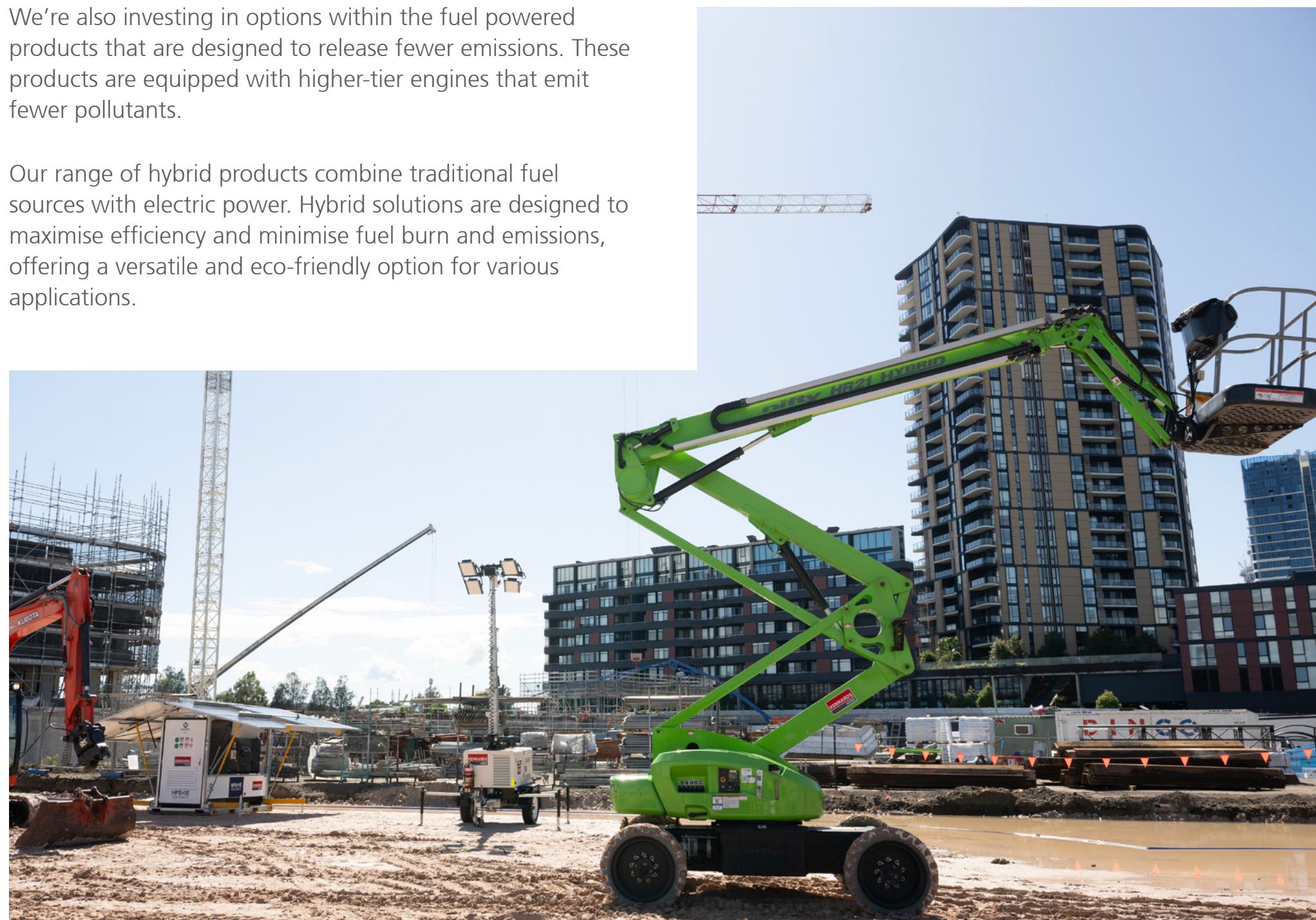
We're also investing in options within the fuel powered products that are designed to release fewer emissions. These products are equipped with higher-tier engines that emit fewer pollutants.

Our range of hybrid products combine traditional fuel sources with electric power. Hybrid solutions are designed to maximise efficiency and minimise fuel burn and emissions, offering a versatile and eco-friendly option for various applications.

IMPROVING THE SUSTAINABILITY OF OUR PRODUCTS

We want to help you minimise your environmental footprint by providing high-quality, efficient equipment options. We're finding lower-polluting alternatives for the tools you need and we're looking at ways to help you reduce your carbon emissions. So, we've integrated electric, hybrid, and solar across many of our product categories. For example, more than 85% of our access equipment can operate on electricity. These alternatives operate similarly to petrol or diesel products but are often cleaner, quieter and more cost-effective.

Solar technology can be found across more product ranges too. We offer new and innovative solar products that help reduce fuel consumption and emissions.



CASE STUDY

Kennards Hire Helps Power Up Tunnel Project

The Acciona Samsung Bouygues Joint Venture (ASBJV) came to Kennards Hire seeking a quieter, cleaner power generation solution for the WestConnex M4-M5 Link Tunnels project in Sydney, NSW. The ASBJV team needed to keep the site power running 24/7, requiring large quantities of diesel every week and resulting in unwanted noise at night.

By working collaboratively with ASBJV we were able to support the design and implementation of a hybrid solution. After evaluating site needs, we presented the 45kva Battery Energy Storage System (BESS). This would be coupled with a 100kva diesel generator to provide cycle charging and load support. A BESS unit, combined with a diesel generator, enables operations to be maintained when power requirements are low by running only on the battery system. In the process, it reduces fuel use, noise and carbon emissions.

The project saw the following benefits by moving from a diesel to diesel-battery hybrid solution.

- 50-70% reduction in diesel usage.
- Reduced an average of 800-1000kg of carbon emissions per week.
- A reduction in generator operating hours - running twice a day for up to three hours per cycle as opposed to 24 hours per day.
- Significant noise reduction.

EXPLORE SOME EXAMPLES OF OUR SUSTAINABLE SOLUTIONS ACROSS A BROAD RANGE OF PRODUCT CATEGORIES AVAILABLE FOR YOUR NEXT PROJECT.

Visit the specialist solutions page on our website to learn more

Power

Generator Battery Storage

Key benefits:

- Reduce fuel usage, costs and emissions with battery storage alongside site generators
- Operate without noise or pollutants at sensitive times or locations through battery operation



Hybrid Solar Generator

Key benefits:

- Save on costs and reduce emissions with reduced fuel usage (compared to diesel-only generator)
- Operate without noise in sensitive times or locations



Pump

Centrifugal Pump

Key benefits:

- Save on fuel costs and reduce emissions with an electric pump (compared to traditional diesel pumps)
- Improve the work environment with lower noise and no fumes in operation



Site Services

Office Solar

Key benefits:

- Operate office space on renewable energy, with a solar-panel installed unit
- Generation is sufficient to meet standard operational needs
- Batteries support maximum utilisation of the renewable energy generated



Access

Boomlift (Hybrid Diesel & Electric)

Benefit:

- Save on costs and reduce emissions with reduced fuel usage (compared to diesel-only)



Traffic

Light Tower - LED Solar

Key benefits:

- Save on fuel costs with a solar-powered, battery-operated light tower
- Zero emissions through operation
- Improve the work environment with lower noise and no fumes in operation



Concrete Care

Scrubber – Sweepers, scrubbers & combination units

Key benefits:

- Potential to save emissions with battery operated equipment, if charged from renewable energy sources
- Improve the work environment with lower noise



Mixer Pump 240L

Key benefits:

- Improve efficiency of diesel with a Stage V Euro engine, use less diesel than standard combustion engine
- Reduce exhaust pollutants and soot particles



Earthmoving

Hybrid Excavator

Key benefits:

- Improve fuel efficiency and reduce emissions with a diesel and electric hybrid (compared to diesel only)



Test & Measure

Our products can also help with your own resource management.

Water Quality Meter - Multifunction turbidity

Benefit:

- Measure water temperature, conductivity, specific conductance, salinity, total dissolved solids (TDS), dissolved oxygen (DO), pH, ORP, barometric pressure and turbidity



Gas Detector - Area monitoring

Benefit:

- Monitor for toxic and/or excessive gases and emissions



General Hire

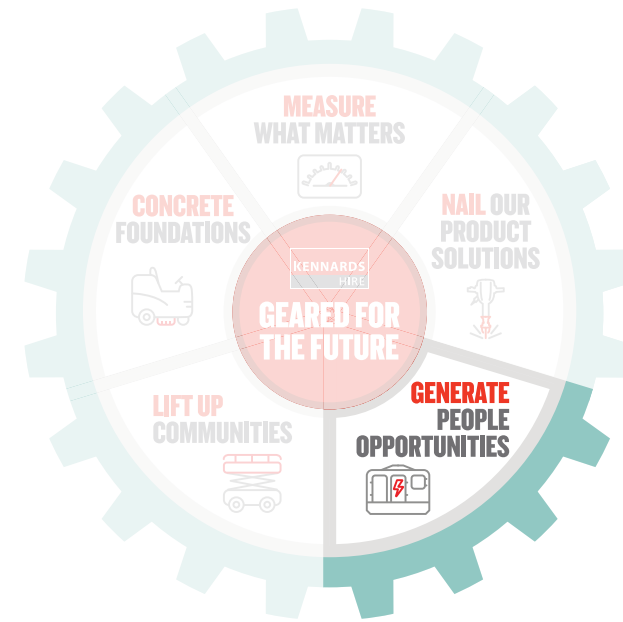
Cordless Saw

Key benefits:

- Potential to save emissions with battery-operated equipment, if charged from renewable energy sources
- Improve the work environment with lower noise and low vibrations



GENERATE PEOPLE OPPORTUNITIES



At Kennards Hire, we're a family made up of more than 1,900 unique individuals. We're a diverse bunch but there's some things we have in common, we're well-rounded, fair-dinkum and really good at what we do.

We know we're part of an expert team and no matter where we are or what we do, we're always willing to pitch in, work hard and lend a helping hand. We come to work every day to make your job easier.

Like any good family, our values matter – you can trust that everything we do will focus on bringing our One Family, Fair Dinkum, Taking Hire Higher, and Every Customer a Raving Fan values to life.

In 2024, we launched With Kennards Hire You Can, an employee program for current and prospective team members. The program has been designed around core people experiences of 'Trust', 'Lead' and 'Grow'. We're committed to providing the whole team with the tools they need to succeed, regardless of background, skillset, or experience.

We make sure our team can do their jobs, here with us, safely and expertly and that they have the opportunity to get ready for wherever life takes them. In addition to ongoing on-the-job training, we offer other training programs including:

- Biannual Managers Conference
- Peak Sales Training
- LEVEL UP Branch Managers Training
- AM+ Program (Area Managers)
- Extend Program (emerging leaders)
- Switch On Be Safe (safety & mindfulness)
- Chain of Responsibility Training
- HRIA Young Professionals Program
- HRIA Women in Hire Mentorship Program
- EQUIP Mechanical Skills Training
- Managing Best (manager leadership)
- Bespoke Technical Training Pathways
- Advanced Customer Service Skills
- Extensive Safety Training Courses





TRUST

Trust in Each Other

Matt, Branch Manager & Paul, Hire Controller
Campbelltown Branch, NSW

"I get the best out of my team because they learn to trust themselves and the process." Matt

"There's always something to learn and there's always a question to be asked. It's a really good environment to be in and I'm not planning on going anywhere because with Kennards Hire, I got lucky." Paul

Starting out, or switching roles, it doesn't matter what stage our people are at in their career - a job at Kennards Hire will give them the tools they need to succeed at work, and in life.

Kennards Hire has been recognised as a great place to work in previous years and we're working towards making it an even better place to work in the future, a place where our team members can belong and progress their careers in an environment that enables them to trust, lead and grow.



92% OF OUR PEOPLE SAY WE'RE A GREAT PLACE TO WORK.

- Kennards Hire People & Culture Survey, 2024

In addition to comprehensive training programs, Kennards Hire offers a variety of benefits to support the personal and professional growth of our people and their families, including:

- Sharing in the profits of our business
- Flexibility in Operations program
- Access to wellbeing support for our teams and their families
- Annual Awards Nights
- Support with external career qualifications and study assistance

Lead in Many Ways

Kimberly, Marketing Coordinator, New Zealand

"It's about who you are and what you bring to the table in terms of your attitude because no matter where we are or what position we hold, we can all make a difference."



LEAD



Grow Your Expertise

Richard, Branch Manager & Rachael, Service Person Driver,
Richmond Branch, VIC

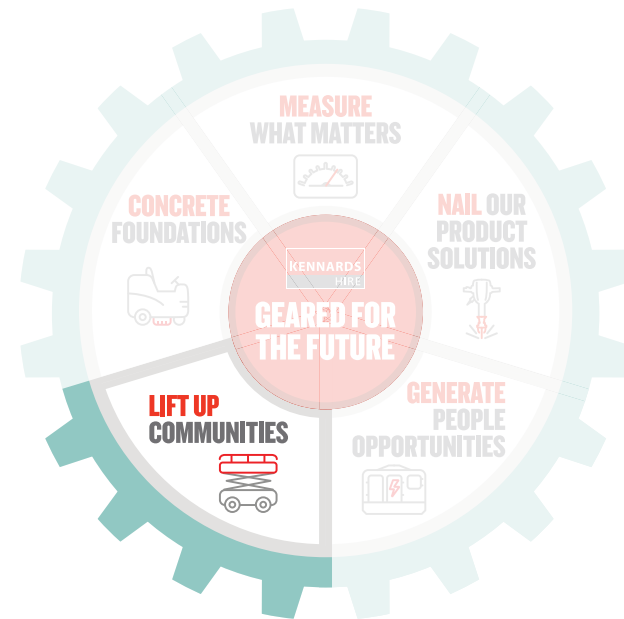
"Ensuring someone is learning what they need to know is one thing, however we're also trying to identify and mesh people's strengths and weaknesses together to help them develop at work and in their personal life." Richard

"It's a fun job with plenty of opportunity to grow and try something new. At Kennards Hire, it really is possible to do anything you set your mind to." Rachael



GROW

LIFT UP COMMUNITIES



Kennards Hire branches aren't backward about coming forward to lend a hand. For decades, together with our customers, suppliers and people, we've lent in to help lift up our communities. Whether it's our people digging in to volunteer, branches lending equipment, or the business driving fundraising campaigns, we love giving local community groups, grassroots sporting teams, and schools the tools they need to gear themselves for the future.

We're also there during the tough times, to help communities recover after natural disasters, whether that be through people power or group-wide employee giving programs for disaster relief. Our involvement with, and contribution to, our communities reflect our One Family value.

KENNARDS HIRE FOUNDATION

In 2018, we formalised our philanthropic activities through the launch of the Kennards Hire Foundation (the Foundation).

The Foundation's vision is to create a better future for Australians and New Zealanders by:

1) empowering disadvantaged young people in to become independent, active contributors to society; and

2) improving the environment through conservation of land and species.

The Foundation is funded by financial contributions from Kennards Hire and the Kennard family. Our partners are further assisted with in-kind and capacity-building support from branches, including provision of equipment.



KENNARDS HIRE FOUNDATION PARTNERS

Through the Foundation, we want to develop long-term relationships so our non-profit partners can deliver sustainable and measurable benefits to the community now and in the years to come.

EMPOWERING DISADVANTAGED YOUNG PEOPLE



CONSERVATION OF LAND AND SPECIES



INSPIRING STORIES FROM ACROSS THE KENNARDS HIRE GROUP

The Smith Family

Kennards Hire is proud to have supported The Smith Family for 25 years. Our partnership started with direct support from the Kennard family and now the relationship is supported through the Foundation. By working with The Smith Family, we have positively impacted hundreds of students' lives.

One in six families in Australia currently cannot access the digital tools that their children need for school and for their education. We want to help young Australians overcome digital inequality caused by poverty, so the Foundation supports The Smith Family's Digital Learning Essentials program. The program provides laptops, internet access and technical support to give students, who would have otherwise experienced digital exclusion, an equal chance to learn.

We also support the Learning for Life program which helps Aussie school kids create better futures for themselves. The Smith Family Challenge is boosted with in-kind equipment donation. The Challenge provides school essentials packs, reading buddies and books to kids in need.



Kennards Hire Community Support

Our branches and teams support every-day community activities so that we can put a genuine, fair dinkum face to Kennards Hire. We might provide discounted or free equipment hire, gift vouchers, financial contributions, event sponsorship, or support employee volunteering - one way or another we're an active part of your community. Partnerships can be developed directly with local organisations, with every branch contributing to local charities, schools, sporting clubs or community groups. Across our branch network, we support well over 1,000 community groups and activities each year.

Getting involved in our local communities is important to Kennards Hire. We're committed to making our branch neighbourhoods stronger and more inclusive places to live, work and play. We want everyone in the Kennards Hire family to find ways to get involved and we encourage discussions about what else can be done to lift up communities.

Gazelles Netball Club

Led by Branch Manager, Dane Portelli, the team at our Windsor Branch have been supporting the Gazelles Netball Club for the last four years by partnering as major sponsor and providing complimentary equipment for events. The Windsor Branch team's contributions allow the club, which is largely run by parents and volunteers, to keep operating. Young girls have the chance to participate in local sport, develop their skills and socialise with others in their community. Dane and the team love hosting the BBQ for the sausage sizzle and getting involved with events like the club's Spirit Day.



Volunteering and Fundraising

We don't just provide financial backing but people power as well. Our branch teams give their time and skills to non-profit organisations, schools, community groups and social enterprises. Getting involved in fundraising or providing hands-on assistance helps those in-need to achieve their goals.

Walk A Mile In My Boots

Hutt St Centre helps people facing homelessness to rebuild their lives, without judgement. Each year they serve around 40,000 meals and offers social work and support services to nearly 2,000 people.

Our South Australian team have been supporting The Hutt Street Centre in Adelaide for many years and there has never been a more urgent need to provide nourishing meals, laundry facilities, medical care, and hot showers to help people doing it tough in the community. That's why our South Australian team were there during National Homeless Week for the annual Walk a Mile in My Boots event. Together with over 2,000 others they helped to raised \$558,489 with funds going to support over 7,000 people experiencing homelessness in South Australia.

It takes the support of an entire community to end homelessness.



Disaster and Crisis Support

Our teams are also always on hand to help if a natural disaster hits their area. Our people get behind moving equipment to and from disaster zones and supporting local recovery programs. Together, our One Family value is at work, delivering a spirit of safety and collaboration, in times of strife.

QLD Flood Assistance

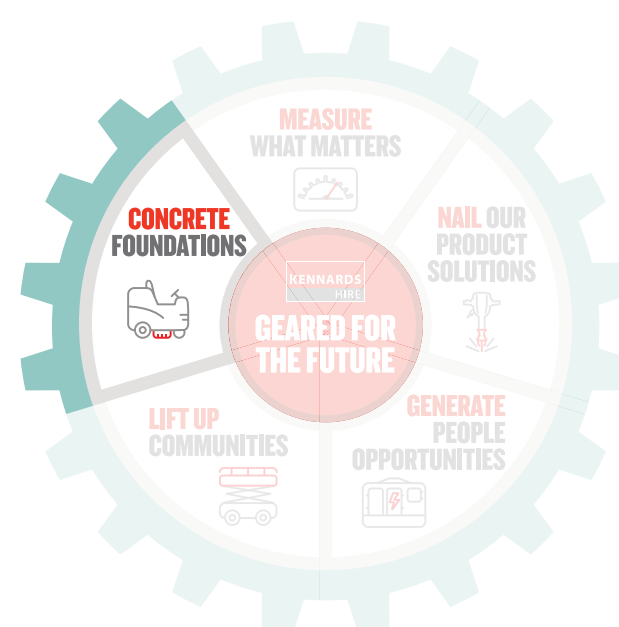
In 2022, when Brisbane, QLD experienced disastrous flooding, our people and branches were in the thick of it. The team were on hand to help locals and businesses with their own flooding issues. With floodwaters rapidly rising at the Howard Smith Wharves riverside restaurant precinct, Kennards Hire were onsite within an hour with the gear needed to help keep the water at bay. But with water levels continuing to rise, the call went out for another pumping system which arrived on a tilt tray and the team set to work, pumping out 180 to 190 litres of water per second.

Pumps were onsite with the wharf's team until 10.00pm that night. Dean Muir, Kennards Hire's National Operations Specialist, said, "We're in it with our customers. We know what it's like to go through this, because our branches and people are affected as well."

This community support was given while the Kennards Hire team were directly affected themselves. Our Indooroopilly and Rocklea branches needed to be evacuated, and many of our team volunteered to help keep the waters at bay and chipped in to clean up in the aftermath.



CONCRETE FOUNDATIONS



As a large organisation with business activities across Australia and New Zealand, we have responsibilities to people, our employees and the local laws to act responsibly, transparently and fairly, promoting trust and fair competition.

Kennards Hire is committed to carefully obeying all laws and regulations and disclosing important information about our business where required and where it will demonstrate responsible leadership.

BUSINESS ETHICS AND CONTINUITY

At Kennards Hire, operating ethically means we have a decision-making framework to define acceptable behaviours and help us apply these behaviours across all our operations. Our business ethics framework promotes ethical behaviour and ensures that Kennards Hire meets all regulatory requirements. We strive to identify any risk associated with potential misconduct and will take steps to mitigate incidents.

Kennards Hire team members, and external parties, are encouraged to report violations of internal guidelines or legal requirements via our whistleblowing initiative. Several contact channels are available for reporting and we prioritise

anonymity, confidentiality and protecting those who come forward from harm. If you are seeking more information you can contact us by emailing csc@kennards.com.au.

We recognise how important it is to be able to manage the business well, no matter what unexpected events or circumstances occur. Business continuity procedures are regularly updated and scenarios are tested periodically so that we know we can continue to deliver for our customers in the event of a disruption to operations.

EMPLOYEE HEALTH AND SAFETY

Kennards Hire places a high priority on employee health and safety, integrating it as a core value across all levels of the company. This commitment underscores our dedication to providing a safe, supportive work environment, recognising that employee well-being is essential to achieving both personal and company success.

We have an externally certified WHS management system that meets ISO45001 requirements, across every single branch. We prioritise making sure we have competent, engaged people, working with safe equipment and protect our trusting culture by investigating any incidents. We

continually look at how we can improve the safety of our workplace. We operate sites where you know the equipment you need to get the job done will work and work safely.

RISK MANAGEMENT

All businesses operate within an environment of risk, originating both internally and externally. We understand that strong governance involves the identification and mitigation of risk. The Kennards Hire Board take responsibility for overseeing risk management, who consider how risks impact our business strategy and make sure we respond accordingly.

Our risk management framework is regularly updated so we're keeping track of all relevant risks to our business and people. Managing risks also means keeping on top of all regulatory requirements.

MODERN SLAVERY & HUMAN RIGHTS DUE DILIGENCE

Kennards Hire is a reporting entity under the Modern Slavery Act and we submit an annual Modern Slavery Statement which describes our actions to assess and address modern slavery risks within our operations and supply chains.

We're committed to contributing to a commercial environment where abuse and exploitation is eradicated. Details about our risks and the due diligence framework that we work to can be found in our most recent Modern Slavery Statement.

QUALITY MANAGEMENT

Our internal processes meet the globally recognised, quality management standard, ISO9001:2015. We continuously work to uphold the seven key quality management principles of the standards. We work to meet and exceed our customers' expectations every time, this is the foundation upon which our service promise is built.

We have the right systems and processes in place to deliver on this promise:

- Procurement Processes – We pride ourselves on a strict procurement policy, we prioritise quality, longstanding and robust supplier relationships.
- Quality of Operations Management – We have well-established, comprehensive quality management that leaves no stone unturned.
- Ready For Hire – Our strict maintenance processes extend the life of our assets and look after the products you need to get the job done.



QUALITY OF OPERATIONS MANAGEMENT

Over the last 50 years, Quality of Operations Management (QOM) has guided the business on what constitutes a well-managed branch. During that time, it has become far more than a tool to guide branch management, it is embedded into the culture of Kennards Hire. The QOM process focuses on:

- Compliance with established Kennards Hire standards for equipment and process.
- Education of our people on standards and proper procedure where required.
- Appearance of equipment and facilities.
- Compliance with safety and legislative requirements.

A process of reviewing and scoring branches on their QOM is undertaken to ensure excellence in customer service and efficient, safe operation of all Kennards Hire branches. The QOM audit is divided into the following areas:

- Equipment
- Administration
- Hire Centre
- People & Safety.



**WE ARE GEARED FOR THE FUTURE,
BUILDING ON OUR FOUNDATIONS
TO SUPPORT THE NEXT GENERATION**



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