

AGGREKO EARNS ISO 9001:2015 QUALITY CERTIFICATION

Aggreko demonstrates commitment to exceptional customer experience with continuous improvement processes

HOUSTON — [Aggreko plc](#) today announced its Technical Services and Engineering (TS&E) team in North America is now ISO 9001:2015 certified for their Project Management and Engineering services related to rental project execution. The certification reflects Aggreko's commitment that its Quality Management System (QMS) for project management and service meets the same high-quality standards rental equipment customers adhere to in their own operations.

ISO 9001:2015 is an internationally recognized certification indicating a company's dedication to customer satisfaction and efficient practices. It demonstrates that an organization has met an exceptional standard for its QMS and that they have consistently provided services that have met all statutory and regulatory requirements.

The certification ensures Aggreko meets the safety, statutory and regulatory requirements of customers, regardless of their location or the type of engineered rental solution being deployed – from power, cooling and heating, to dehumidification or oil-free air. Though every engineered rental solution job is unique, customers will see a consistent approach to Aggreko's engineering and project management, all driven by efficiency and effectiveness in design and delivery of complex projects.

"We undertook this rigorous 15-month certification process because we wanted the Aggreko customer experience to consistently be an exceptional one," said Mike Steffney, Process Design Specialist of Aggreko, who led the ISO certification project. "Typically, in the rental industry customers receive whatever level of service is delivered by the project manager assigned to each job, which means clients have a broad range of experiences. We wanted clients to know the Aggreko experience is reliably consistent, well documented and constantly improving – at the same stringent high standards of the customers' operations. The ISO 9001:2015 certification communicates that differentiator without explanation."

To earn ISO 9001:2015 compliance, Aggreko performed a rigorous and comprehensive QMS audit, devised and implemented processes, protocols and procedures for customer needs assessment, site surveys, documentation of site-specific issues, job safety assessments, job communication and project management from installation through de-commissioning. Detailed documentation tracks each aspect of the job, as well as establishes a baseline for evaluation and process and project management improvements that can be applied to future jobs.

"Additionally, collective data allows support services such as HSE and sales, as well as senior management, to gain insights about what engineers, technicians and customers need before, during and after each job so that the whole organization is focused on creating an exceptional customer experience," added Daryl Pool, Aggreko North America Technical Services Leader.

To learn more about Aggreko's services, visit [Aggreko.com](#).

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EDITOR'S NOTES

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Aggreko News Release

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Around the world, people, businesses and countries are striving for a better future - a future that needs power and the right conditions to succeed.

Aggreko works round the clock, making sure everyone gets the electricity, heating and cooling they need, whenever they need it – all powered by our class-leading equipment, trademark passion, unrivalled international experience and local knowledge. From urban development to unique commercial projects and even humanitarian emergencies, we bring our expertise and equipment to any location, from the world's busiest cities to some of the most remote places on earth.

That's what has made us the world's leading provider of modular, mobile power and heating and cooling. We've been in business since 1962. We have more than 7,300 employees, operating from around 200 locations in 100 countries. With revenues of approximately GBP 1.7bn (USD 2.2bn or Euros 2bn) in 2017, we are listed on the London Stock Exchange (AGK.L) and have our headquarters in Scotland.

Our business helps transform the lives and livelihoods of individuals, organisations and communities across the globe, in both developed and developing countries and markets.

We operate across all sectors, including oil and gas, petrochemical and refining, utilities, manufacturing, construction, mining and events.

We design and manufacture equipment specifically for these requirements in our factory in Dumbarton, Scotland and work with leading innovators to ensure our equipment offers maximum fuel flexibility, by using gas, diesel (including HFO) and renewable fuel sources.

For more information, please visit our local website at: aggreko.com

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