

# Quality Policy Statement

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**The Mace Executive Board are committed to delivering the highest quality of consultancy and construction services to deliver exceptional outcomes for our stakeholders – with the ambition to embed Service Excellence in everything we do.**

**We are founded on a commitment to provide a quality service for our clients and delivering on our promises. Our business strategy outlines our plans as a purpose-driven business, which redefines boundaries of ambition.**

**We aim to achieve our ambitions by implementing a strategy based upon:**

- client focus being a core value of the business
- delivering our three business priorities of pursue a sustainable world, grow together and deliver distinctive value
- compliance with management systems that meet internationally recognised standards
- the right behaviors which create a culture of quality and putting the clients needs first
- sharing knowledge and learning to inform continual improvement
- retaining independent accredited certification to ISO 9001 for our activities.

**To achieve this, we will provide:**

- an operating model and resources to support the implementation of this policy
- the MaceWay as the management system to provide a consistent approach to meet statutory, contractual, and corporate requirements over the lifecycle of the projects
- relevant training and development for our people
- access to competent quality advice and guidance
- regular review of our internal processes
- regular management reviews, audits and reporting to ensure achievement of objectives and continual improvement.

**We expect our colleagues to:**

- lead by example, implement this policy and drive compliance with the MaceWay
- create a culture where quality is embedded in everything we do
- understand and deliver our client's requirements, proactively managing our client engagement and satisfaction
- know the boundaries of their knowledge, skills and experience and seek advice, guidance, training, or assistance
- share knowledge, information, learning and achievement.

**For and on behalf of the Mace Executive Board**



**Jason Millett**  
Group Chief Executive  
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