

Quality Policy Statement

Mace Group and its subsidiaries ('Mace') recognises its responsibility to reduce any negative impacts arising from its activities and have a positive impact where possible. Mace recognises that managing the quality of its activities is a business-critical issue for the Group.

It is our quality policy to:

- Communicate both this policy and our quality objectives to all our employees and actively promote a commitment to quality at all levels of the organisation and relevant interested parties as appropriate
- Provide a high quality of professional services and products that consistently delight our clients and fully satisfy their requirements
- Continually improve the effectiveness of our quality management system and apply these standards in the provision of all our services and products
- Ensure all our employees are competent in implementing our policies and procedures
- Comply with all relevant legislation and statutory requirements
- Ensure our business objectives are balanced with the needs and ambitions of our employees and suppliers while delivering sustainable results for clients and stakeholders

This will be achieved by:

- Establishing, implementing and maintaining a quality management system that meets the requirements of ISO 9001 and, where appropriate, we shall independently certify Mace locations around the world
- Making this policy available to all interested parties
- Implementing and maintaining the Group Service Excellence Strategy that supports our Quality objectives
- Reviewing measurable quality objectives and ensuring those objectives are met
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the business
- Reviewing the effectiveness of our business management systems and assessing opportunities for continual improvement
- Identifying opportunities in products, services, markets and financial performance that will add value for clients and stakeholders



Mark Reynolds
Group Chief Executive
March 2021