

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.

Our quality policy is 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 highly professional services and products that consistently delight our clients and fully satisfy their requirements
- Continually improve the effectiveness of our management system and provision of all our services and products
- Ensure all our employees are trained and briefed to implement policies and procedures during their work
- Comply with all relevant legislation
- 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
- Implementing and maintaining the Group Service Excellence Strategy that underpins our Quality objectives
- Making this policy available to all interested parties
- 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

Commitment

The Mace Group Board is responsible for implementing our Quality Policy and ensuring it is communicated. All employees must ensure that they read this policy carefully. If you have questions or comments about the policy or require advice in relation to any matters in it, please contact the Quality department.



Mark Reynolds
Group Chief Executive
March 2020