

# QUALITY POLICY

ACE is committed to providing Clients with products and services that meet or exceed their expectations. We will uphold applicable industry standards and our accredited ISO9001 Quality Management System requirements as they apply to our organisation.

We will:

- Make management accountable for quality performance of their business unit or project
- Deliver quality services to our clients, in a productive and cost-effective manner
- Commit to comply with our integrated Quality Management System
- Ensure the needs and expectations of our clients are clearly understood
- Establish, monitor and review key quality performance targets as set out in our strategic business plan
- Provide leadership, resources and support to achieve objectives
- Encourage our staff to take pride in the work under their control
- Recruit staff who are qualified and skilled in the tasks for which they are engaged
- Provide resources and train our employees to raise awareness and understanding of our Quality Management Systems and client requirements
- Enable employees to develop their individual skills through support and training
- Empower and encourage our employees to report defects, complaints or nonconformity
- Manage nonconformity in a responsive and proactive manner
- Identify and analyse the root cause of any non-conformance and act to prevent recurrence
- Identify opportunities to improve the effectiveness of our Quality Management System and service delivery

2 June 2019



Simon Cock

Managing Director