

## QUALITY POLICY STATEMENT

Acivico Group is the parent company to three trading entities: Acivico Building Consultancy Limited, Acivico Design, Construction and Facilities Management Limited, and Acivico Traded Services Limited. These offer a wide range of ethical built environment advisory services to the public and private sectors and include strategy, design, technical advisory, cost consultancy, project management, sustainability, facilities management, energy management, building control and surveying.

### Building for Good: We use our expertise to promote public wellbeing and sustainable development.

1. Within Acivico, collaboration among all employees is key to:
  - a. Designing and delivering buildings and services that meet current and future customer needs in the market,
  - b. Ensuring compliance with all statutory, regulatory and safety regulations,
  - c. Optimising customer property assets while delivering customer excellence in everything we do,
  - d. Cultivating collaborative supplier relationships for mutual benefits,
  - e. Continually improving the effectiveness of the quality management system and the service delivery.
2. Our aim is to effectively nurture experts that are proud to work for Acivico by ensuring:
  - a. Their welfare is prioritised,
  - b. The provision for training, career progression, and equal opportunities,
  - c. Identifying, implementing, and sharing best practice.
3. We strive to improve our industry reputation by:
  - a. Reducing complexity and providing efficient and customer-centric services,
  - b. Looking beyond symptoms to identify root causes and patterns,
  - c. Making decisions based on their long-term impacts,
  - d. Actively seeking and responding to stakeholder feedback,
  - e. Communicating expertise and promoting effective design and environmental solutions and their benefits to our clients and contractors.
4. The Acivico Board, Group Leadership and Management Teams ensure adequate resources are both provided and effectively managed to support these objectives. To further support these objectives we operate a comprehensive, coordinated quality management system across all activities which impact our customers. The system is designed to meet the requirements of **ISO 9001:2015**.
5. The Acivico Board, Group Leadership and Management Teams strive to continually improve services, processes, and systems (including risk management systems) by setting improvement objectives that are:
  - a. customer focused – and in line with the principles set out above,
  - b. measurable,
  - c. regularly reviewed for continued suitability,
  - d. communicated - in an understandable format- to all employees.
6. All information needed to operate the quality management system and meet customer and applicable requirements is provided to employees by their line manager. All employees have access to the documented quality management system. All employees have a responsibility to comply with the quality management system.
7. The Group Leadership Team have ultimate responsibility for quality and regularly review this policy – and the quality management system - for continuing suitability. They are supported in this by the Management Teams and the SHEQ Manager. Any changes to the quality management system are communicated to the employees affected. Any changes to this quality policy are communicated to all employees.
8. The policy and quality objectives are compatible with the strategic priorities agreed in the Group Corporate Plan 2024-30.



**Marina Robertson**  
Group Managing Director  
*Signed on behalf of Acivico Group*