

**Acivico is a multi-service company which offers clients across the private and public sector a range of services including; Design, Construction and Hard Facilities Management.**

**To be a market leader and influential power in shaping high quality, sustainable, and innovative solutions in the built environment.**

Acivico Design Construction and Facilities Management operate a Quality Management System in accordance with the requirements of ISO 9001:2015 and are committed to providing quality services to its clients and customers.

Total quality is a permanent feature of the service we provide. Staff are engaged, directed, supported and are aware of their compliance and positive engagement in all aspects of quality. All staff are encouraged to have positive commitment to continually improving the effectiveness of the Quality Management System and to providing a first class service to customers, a service which they will want to use again and again. We demonstrate this through our values for teamwork, customer focus, flexibility, diversity, honesty and integrity.

Top management is committed to quality in continually seeking improvement of the system and ensuring that the risks that affect conformity are managed, and that opportunities are realised which attribute to enhancing customer satisfaction. Standards of service quality are maintained and upheld by the responsibility demonstrated within the organisation's structure for monitoring continued effectiveness.

The policy and quality objectives are compatible with the strategic outcomes agreed in the Group Corporate Plan.

**We will place excellence in customer experience at the heart of everything that we do, demonstrating value for money solutions for our customers and partners, delivering superior service to the highest standards of quality and regulatory compliance.**

#### **We will**

- Deliver efficient and enhanced performance through a customer first mentality
- Increase opportunities and grow our market share in the sector
- Enable business efficiency and increased competitiveness
- Continually improve in service quality and customer satisfaction through innovation, networks and solutions

A handwritten signature in blue ink that reads "Chris Hall".

#### **Christopher Hall**

Deputy Chief Executive and Director of Operations  
*Signed on behalf of Acivico*

This policy will be reviewed annually by top management and amended where necessary and available to view electronically by all internal and external interested parties.

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