

Macro Group Ltd (Macro) is committed to delivering the highest quality of Facilities Management and Helpdesk services to deliver exceptional outcomes for our stakeholders, with the ambition to embed service excellence in everything we do. We are founded on a commitment to quality service for our clients and delivering on our promises. We are committed to achieving our core value of 'Client focus' by embedding quality at the heart of everything we do. Every client project is an opportunity to innovate and find better ways of doing things, through technology and by connecting people to deliver above and beyond.

We aim to achieve this vision by implementing a strategy based upon:

- Client focus is a core pillar of the business.
- Delivering cost-effective, tailored solutions to meet our clients' needs.
- Service excellence is an overarching aspiration for how we deliver our services.
- Reducing and eliminating non-conformances at source.
- Compliance with management systems that meet internationally recognised standards.

To achieve this, we will provide:

- An organisational structure and resources to support the implementation of this policy.
- A management system that provides a consistent approach to achieve client, statutory, contractual, and corporate requirements.
- A customer-centric, outcome-driven quality management approach.
- Information, instruction, and training in quality-related matters.
- Access to competent quality advice and guidance.
- Regular internal inspection, audit, and assurance.
- Regular management review of the suitability and effectiveness of the management systems.
- Arrangements to ensure continual improvement opportunities to identify products, services, markets, and financial performance that will add value for clients and stakeholders.

We expect our colleagues to:

- Lead by example, implement this policy and drive compliance with the management system.
- Create a culture where quality is at the heart of everything we do.
- Be responsible for the quality of the services we provide.
- Understand and deliver on our client's requirements, proactively managing our client engagement and satisfaction.
- Know the boundaries of their knowledge, skills and experience and seek advice, guidance, training, or assistance in managing any aspect that exceeds these boundaries.
- Apply our principles of observe, engage, and improve to drive quality performance and support colleagues to contribute to the completion of key tasks and the effectiveness of the management systems.
- Influence other stakeholders to align with our vision and policy.
- Share knowledge, information, learning, and achievements.

For and on behalf of Macro Group Limited



Rosario Abbate | Chief Executive Officer