

QUALITY MANAGEMENT POLICY



Our Commitment

MACA is committed to achieving our vision to **harness the power and technology to drive sustainable change.**

The MACA brand shall be an immediately recognisable symbol throughout the industries we work. We are committed to conducting our operations in a manner consistent with our core values of Discover, Accountable, Respectful and Empowered.

The **objective** of this Policy is to ensure that MACA maintains a consistent, acceptable level of product/service delivery and risk management that meets the requirements of clients', regulatory authorities and other stakeholders.

To achieve this, MACA will:

- Ensure compliance with relevant regulatory requirements, client requirements and International/Australian standards.
- Ensure all workers are aware of their responsibilities in delivering service and/or product quality outcomes to meet our clients' requirements.
- Set quality objectives based on client, regulatory and other requirements, review performance regularly based on the set objectives and review objectives periodically for relevance.
- Implement systems of effective monitoring, analysis and review, to ensure work is undertaken in accordance with plans.
- Maximise the retention of our people by providing the effective leadership, training and development, the safe systems of work and adequate resourcing to allow them to perform at their best.
- Encourage innovative thinking and solutions through the continuous improvement program, to enhance efficiencies in day-to-day operations and improve the quality management system.
- Provide a risk management framework in accordance with ISO31000: Risk Management - Principles and Guidelines, identifying potential change and managing the risks and opportunities associated, to meet or exceed the organisational strategic and operational objectives.
- Report the effectiveness of the risk management framework to the Risk Management Committee. Suitability of the system will be reviewed and addressed in line with MACA's risk tolerance.
- Maintain an externally accredited management system to provide the structure, guidance and objectivity to assure a level of consistency in business operation and provide confidence to customers of industry best practice.

A handwritten signature in black ink, appearing to read "David Greig".

David Greig
Group Executive - Australia West
October 2023

All policies and procedures are available on the MACA Management System (MMS).