

Quality Policy

P203

Policy Statement

Ace Connections is dedicated to maintaining and improving a documented Quality Management System. Our goal is to exceed customer expectations by ensuring client requirements are documented, applicable standards are implemented, and compliance is monitored. The responsibilities for Quality compliance lie with the Directors with support from the Compliance and Project management team, however quality influences every decision and action of all team members, resulting in a shared commitment to delivering a high-quality job.

To ensure quality in all activities, Ace connections will;

- Understand customer needs beyond initial requests.
- Document work activities and standards in a scope.
- Select subcontractors and suppliers based on quality criteria.
- Establish measurable performance criteria for quality monitoring.
- Monitor quality at suitable intervals.
- Promptly remedy defects/non-conformities.
- Analyse causes and prevent reoccurrence.
- Encourage team member and stakeholder participation in suggesting improvements.
- Continuously monitor internal procedures.

Ace Connections commits to:

- Leading in quality management by promoting a culture of continuous improvement.
- Complying with legislation, codes of practice, and industry guidelines.
- Consulting with team members, providing training, and allocating resources for policy implementation.
- Delivering safely, on time, and to budget while considering stakeholders' needs.
- Providing a safe and supportive work environment.
- Ensuring equal treatment in recruitment, selection, and training.
- Communicating the policy to employees, contractors, and other parties.

We expect the same high standards from our contractors, suppliers, and business partners. This policy is accessible to all employees and contractors, with global communication for any amendments. Compliance will be monitored, and training sessions may be conducted based on findings.

Incidents of substantial failure to our quality standards are reported to the Directors through electronic form notifications prompting investigation internally and in conjunction with all involved parties, internal and external. All incidents are recorded and reviewed to ensure lessons are learnt and processes are improved to reflect findings.

This policy, approved by Senior Directors, will be reviewed annually with recorded amendments.

Approved by:

A handwritten signature in black ink, appearing to read 'A Butcher'.

Andrew Butcher
Director
ACE Connections

A handwritten signature in black ink, appearing to read 'C King'.

Chris King
Director
ACE Connections

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Document reviews

Date	Rev No	Changes / Purpose	Reviewer	Approver
01/12/2021	1	Initial issue	C King	A Butcher
12/12/2022	2	Annual review – added company values text from MAN002	C King	A Butcher
01/12/2023	3	Annual review – a more concise approach taken to policy	C King	A Butcher
24/05/2024	3.1	Reviewed following feedback from Constructionline, responsibilities and incident procedure for substandard delivery added.	C King	A Butcher
06/12/2024	4	Annual review – no change	C King	A Butcher
11/12/2025	5	Annual review – no change	C King	A Butcher

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