Quality and Environmental Policy

Quality Policy

ACA is committed to maintaining the highest standards in all our activities, to provide a quality service to meet and exceed our clients' and other interested parties' expectations and requirements. We aim to do this in a responsible and considerate manner, to benefit our stakeholders, our employees and the business as a whole.

Key to our commitment to continual improvement is the goal of understanding, and meeting, the needs of our clients, thereby achieving client satisfaction. Our aim is to do things right, first time, every time, and to this end we aspire to:

- Continually understand and fulfil the changing requirements and expectations of our clients and other interested parties in a constructive manner; thereby achieving client satisfaction and compliance with applicable regulatory and statutory requirements;
- Understand what constitutes acceptable standards, through the setting, monitoring and reviewing of client focused objectives and targets, and ensure these are communicated to all persons working on our behalf;
- Maintain dialogue with our clients, employees and other interested parties;
- Control, communicate and review all our processes that are crucial to delivering client satisfaction, and achieving compliance with applicable regulatory and statutory requirements, notably through the implementation and maintenance of our Integrated Management System ("**MS**");
- Provide a working environment to encourage employees at all levels to direct their abilities to the continued success of the organisation and the satisfaction of clients, as well as their own personal fulfilment.

We are committed to achieving continual improvement of both our performance and the effectiveness of our processes, as contained within the MS, and to comply with the requirements of ISO 9001:2015. Adhering to these will allow us to understand, control and enhance how we meet the needs of our clients.
Alessandro Caruso (Company Director) is accountable for the effective implementation of this policy, and the wider MS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the Person with Responsibility for the MS shall be responsible for ensuring that this policy and the MS is implemented and maintained throughout ACA.
We will seek to embed this policy into 'business as usual' activities, and will communicate it to employees, persons working on our behalf and other interested parties, via our MS and website. This policy will be reviewed annually to ensure it continues to meet the needs of the organisation and reflects new developments and feedback from all interested parties.

Document Authorised By:
Alessandro Caruso
Company Director
Policy issued on 07/07/2026

Quality and Environmental Policy

Environmental Policy

ACA recognises that its activities impact on the natural environment and we are committed to understanding and reducing this impact.

Key to our commitment to continual improvement is the goal of understanding, and meeting the needs of the natural environment, thereby performing our activities in a sustainable manner. To this end we aspire to:

- Continually understand and fulfil the changing requirements and expectations of the natural environment and interested parties in a constructive and sustainable manner; thereby achieving compliance with environmental legal and other requirements;
- Understand what constitutes acceptable standards, through the setting, monitoring and review of environmentally focused objectives and targets, and ensure they are communicated to all persons working on our behalf;
- Prevent pollution, protect the environment and assist third parties working on our behalf to work in a similarly environmentally conscientious manner;
- Maintain dialogue with our clients, employees and other interested parties;
- Control, communicate and review all our processes that are crucial to achieving compliance with environmental legal and other requirements, notably through the implementation and maintenance of our Integrated Management System ("**MS**").
- Provide a working environment to encourage employees at all levels to direct their abilities to the continued success of the organisation and the interests of the natural environment, as well as their own personal fulfilment.

We are committed to achieving continual improvement of both our performance and the effectiveness of our processes, as contained within the MS, and to comply with the requirements of ISO 14001:2015. Adhering to these will allow us to understand, control and enhance how we achieve responsible environmental stewardship.
Alessandro Caruso (Company Director) is accountable for the effective implementation of this policy, and the wider MS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the Person with Responsibility for the MS shall be responsible for ensuring that this policy and the MS is implemented and maintained throughout ACA.
We will seek to embed this policy into 'business as usual' activities and will communicate it to employees, persons working on our behalf and other interested parties, via the MS and website. This policy will be reviewed annually to ensure it continues to meet the needs of the organisation, and reflects new developments, changes in legislation and feedback from all interested parties.

Document Authorised By:
Alessandro Caruso
Company Director
Policy issued on 07/07/2026

Health and Safety Policy - Statement of Intent

ACA recognises that a commitment to health and safety excellence needs to involve all employees and persons working on our behalf, with everyone understanding and playing their part to ensure all employees, sub-contractors and visitors remain safe and healthy at all times.

We are committed to providing safe and healthy working conditions at all times, thereby preventing work-related ill health and injury, and in pursuit of this we strive to achieve zero injuries or illness arising from our activities and avoid corresponding damages to property and equipment. To this end, health and safety focused objectives and targets have been established, which in turn support our commitment to achieve continual improvement of our Integrated Management System ("**MS**").

In implementing this policy, we formally commit to complying with all applicable occupational health and safety legislation, codes of practice and the requirements of ISO 45001:2018, and to continually improving our health and safety arrangements and performance through:

- Ensuring all employees are kept safe, healthy and provided with adequate welfare facilities including access to first aid, and are adequately consulted and encourage to participate in decisions etc. affecting their health and safety;
- Promoting health and safety awareness amongst those working on our behalf;
- Adequately assessing the health and safety implications of our work activities, thereby eliminating hazards, reducing risks, and introducing effective controls, so far as is reasonably practical;
- Where indicated by risk assessments, developing and implementing safe systems of work to protect the health and safety of all who may be affected by our work activities;
- Implementing effective health and safety communication mechanisms;
- Providing adequate and appropriate instructions, training and information to enable our employees to perform their duties, including the use of any provided safety equipment and clothing, without risk to their health and safety;
- Implementing effective arrangements to ensure all employees can access competent health and safety advice when needed.
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Alessandro Caruso (Company Director) is ultimately accountable for the effective implementation of this policy, and the wider MS, but with the assistance and commitment of all employees within their specific area of responsibility. Notably, the Person with Responsibility for the MS shall be responsible for ensuring that this policy and the MS is implemented and maintained throughout ACA.

We will seek to embed this policy into 'business as usual' activities and will communicate it to employees, persons working on our behalf and other interested parties, via the MS and website. This policy will be reviewed annually to ensure it continues to meet the needs of the organisation, and reflects new developments,

changes in legislation and feedback from all interested parties. Associated documentation will be reviewed at a frequency commensurate with the risk controlled.

Document Authorised By:
Alessandro Caruso
Company Director
Policy issued on 07/07/2026