

BUSINESS MANAGEMENT POLICY



MACA Limited (MACA) is committed to achieving our vision to **be Number 1 in what we do.**

The MACA brand shall be an immediately recognisable symbol throughout the industry we work, synonymous with delivering a professional product and service, conducted in a manner consistent with our core values of People First, Exceed Expectations, Continuous Improvement, Accountability and Community.

To realise our vision, MACA will:

- Provide and foster a safe and healthy workplace.
- Maximise the retention of our people by providing the 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.
- Understand our Clients and work with them to nurture a mutually beneficial long-term relationship.
- Constantly evaluate and assess our effectiveness in the marketplace and how we differentiate ourselves from the competition, to enable MACA to target strategic opportunities.
- 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.
- Develop and implement a business development strategy largely underpinned by organic growth, supported by key acquisitions and strategic partnerships.
- Constantly monitor, update and implement our integrated management system across the company in accordance with relevant legislative requirements, for locations in which we work.
- 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.

Reviewed and approved

A handwritten signature in black ink, appearing to read "Mike Sutton", positioned above a horizontal line.

Mike Sutton

CEO & Managing Director-MACA Limited

Next Review: June 2021