

## Mardyke Arena UCC Quality Policy

The Mardyke Arena UCC is fully committed to maintaining customer satisfaction by sustaining the provision of top class facilities and maintaining the highest standards of hygiene, safety and programme delivery.

This is achieved through our Integrated Management System that meets the requirements of ISO 9001:2015 and also ensures our business processes are carefully monitored, measured and controlled to promote a continual improvement in our performance.

This scope is applied for the certification to ISO 9001:2015, ISO 45001:2018, ISO 14001:2015 and ISO 50001:2018.

Management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- Continual improvement of the IMS by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required.

The Quality Management Team is responsible for monitoring the Integrated Management Systems and reports regularly to the Chief Executive Officer on the system's implementation, status and effectiveness.

The objectives of this company are set out in the Business Plan. This policy and IMS performance is reviewed at minimum annually as part of the management review process and as changes (organisational, legislative, company structure, risks, events) dictate.

All persons working with or Mardyke Arena UCC will receive full support to ensure the Integrated Management System is fully understood, implemented and maintained throughout. It is the company's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

Signed:



Date: 4/6/24

Christine Moloney

Chief Executive Officer

Mardyke Arena UCC