

The ACC Liverpool Group

Quality Policy Statement

The ACC Liverpool Group believes that our clients and customers need an ever-improving client and guest experience. To achieve this, we aim to continually improve our sales and event delivery processes, providing experiences that we can be justifiably proud of.

We aim to achieve this by implementing a management system that complies with the international standard of good practice, BS EN ISO 9001:2015. This also includes a commitment to meeting the requirements of our clients, to learn from both our internal reviews and our customer's feedback ensuring that we always deliver to the industry standards and the legal and regulatory requirements.

Only by providing consistently good service quality will we achieve our aim of long-term sustainable improvement.

All our employees and workers are responsible for the quality of their work. The ACC Liverpool Group will provide information, training, and instruction to our employees and workers to ensure they have the right competence to deliver a quality service. We will also provide established management systems, policies, and procedures, that enable our people to succeed in their role.

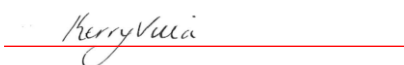
Whilst we endeavour to always provide the very best experience, we are committed to recognising when we may not meet our standards. When identify that delivery falls below those standards, or a client or a customer complains, we are committed to investigating that complaint with objectivity and we will do our utmost to put it right and learn lessons to achieve the necessary improvements.

The policy and procedures necessary to achieve the required standards are described in our Quality Management System.

The Health, Safety, Risk, and Compliance Team is responsible for monitoring the quality management system and reporting on its implementation, status, and effectiveness to the Senior Management Team.

The Senior Management Team is responsible for annually reviewing and approving our quality management system.

The Chief Operating Officer is the accountable director for quality management.



Kerry Villa
Chief Operating Officer 10/01/2025

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