

Quality Policy.

Quality.

McInnes Wilson Lawyers (MCW) is committed to an operating philosophy based on openness in communication, integrity in serving our clients, fairness and concern for our employees and responsibility to the communities within which we operate. Our mission is to exceed client expectations to provide timely, ethical and quality legal solutions. We are dedicated to creating a sustainable business culture that is based on the following principles:

OUR PEOPLE

MCW is committed to equality in employment opportunity and rewards, embracing cultural diversity within the communities within which we operate. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. MCW is committed to:

- Creating and fostering an environment of success based on loyalty, integrity and innovation
- Equitable sharing in the success of the company
- Empowerment through training and communication
- Individual growth and equal opportunity
- Providing a safe and secure work environment

OUR CLIENTS

Clients' needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define client needs while addressing all requests expeditiously without creating false expectations.

OUR COMMUNITY

MCW is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and external providers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

OUR QUALITY

Beginning with a clear definition of clients' needs and expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and client specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and best practice business. MCW aims to achieve the following overarching quality objectives:

- Providing prompt responses
- Providing guidance for clients' needs and expectations
- Maintaining direct communication between the firm and its clients
- Striving for the growth and development of the firm and its staff