

MCR Group Integrated Management Policy

The MCR Group is fully dedicated to satisfying our customers' requirements through excellence in its services. The company is committed to improving the Quality, Safety and Environmental management practices within the Company, and to ensure at all times the appropriate legislative compliance is maintained.

We will ensure that the application of best industry standards and codes of practice expected by our customers are embedded within our management practices. It provides a consistent and cost-effective service through the continual improvement of the Management System and all Operational processes. Through this policy, it is our aim to achieve a healthy working environment, which is free of work-related accidents and ill health. The Company is also committed to continual improvement of our environmental performance and the prevention of pollution in any form. All this shall be achieved through the realisation of a broad range of quality, safety, health, welfare, and environmental improvement goals and objectives that are based on the identified significant environmental impacts, activities, hazards and risks associated with Company services including waste removal and disposal. These objectives will be used as a benchmark for performance monitoring.

This Policy establishes our total commitment to best practice through our services, processes and staff, and it is communicated to all employees and to customers as necessary. It is expected by management that everyone who works with us shall take ownership for business improvement by putting the customer needs first in everything they do. We are empowered and committed to delivering a flawless customer experience.

We will achieve this by:

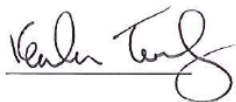
- Providing a quality service which meets and exceeds customer's expectations.
- Resolving customer issues quickly and effectively.
- Building strong relationships with our suppliers.
- Growing and developing our level of service by investing in IT solutions and training and development of our people.
- Ensuring processes are managed in accordance with all applicable legislation and industry best practice.
- Communicating our policies both internally and externally.
- Demonstrating our commitment to continual improvement in Quality, Environmental, Health and Safety, security and business performance.
- Using the input of staff, customers, stakeholders and interested third parties to improve the service we provide.

- Providing training and awareness on Quality, Environmental, Health and Safety, and security issues for all staff.
- Creating a better environment for all, through the reduction, recycling and reuse of waste, the optimum usage of resources and the elimination of polluting releases to the environment.
- Compliance with all pertinent applicable regulations, legislation, codes of practice, and other requirements.
- Provision of a working environment with the emphasis on safe working practices, and the prevention of accidents and ill health.
- Customer satisfaction and continuous improvement.

This policy shall be reviewed by senior management, on an annual basis and when applicable legislation or industry specification changes are identified. This is to ensure its adequacy and relevance.

Signed:

Date: 05/01/2024



Kealan Turley

CEO