

## Management policy

Our mission is to deliver “Quality, on-time” with a consistent level of excellent service and customer satisfaction by using safe working practices whilst having minimal impact on the environment. This is supported by a process of continual improvement, designed to promote customer confidence; deliver value for money and sustain a profitable business. We will communicate this policy to our employees through our notice boards and make it available for our customers or other interested parties on our website or request.

The company defines its core values for management as:

- Recognising that our people are our prime asset; focusing on investment in their training and ensuring the implementation of safe working practices;
- Consulting with employees on our quality, health, safety, and environmental objectives and targets;
- Commitment to maintain the following management standards ISO9001:2015, IATF16949:2016, ISO80079-34:2000, ISO14001:2015, LPCB certification to BS50200, cMETus, and EAC approvals.
- Ensuring that the products and services we provide consistently meet or exceed our customer’s requirements and expectations.
- Monitoring the service we provide to our customers through feedback and audits;
- Measuring our performance and analysing the results over a period of time to identify opportunities for improvement;
- Investigating all accidents, near misses and incidents affecting safety or the environment to apply preventive actions;
- Having plans in place to respond to all foreseeable incidents and emergencies through contingency planning or environmental aspects and impacts;
- Using risk-based thinking to help achieve regulatory and statutory requirements ensures the mitigation of the risks throughout MICC. Ltd;
- Developing a partnership approach with our suppliers to encourage them to adopt products and services with a focus on quality, safety and environmental objectives;
- Adopting joint responsibility by management and employees for the development and implementation of this policy;

This policy and supporting management system have the approval and full commitment of the Managing Director and senior management team. It is the responsibility of all employees to implement this policy under the guidance of senior & line managers to ensure the highest standards.

The Management System policy, objectives, and targets will be reviewed annually (or sooner if necessary) by Company Directors and Senior Management.

**M. Fitzpatrick**  
**Managing Director**  
**July 2022**