

Quality Policy Statement

It is the policy of MCPL to supply products and services of consistent high quality, safely, cost effectively, on time delivery and add value to its customers.

MCPL's quality objective is to be world's leading consultancy company in the corrosion industry, provide high quality valued services to its customers. We are committed to openness in communication, maintain integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

To achieve this objective the company has developed a Quality Management System that is inline with BS EN ISO 9001:2015, including aspects specific to the corrosion industry.

This will be achieved by implementation of the Quality System contained in this Manual together with compliance with the requirements of BS EN 12954: 2019 and other relevant BS EN's, relevant National Association of Corrosion Engineers (NACE) standards and other related Client, British, European and American Standards and Codes of Practice.

The nature of the work carried out by the Organisation is such that it would be impossible to document every eventuality in a Manual of this type; however, it is the Organisation's policy to treat every activity in accordance with the spirit of this document.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

In addition we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

MCPL is committed to equality and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. MCPL is committed to:

- Creating and nurturing an environment of success based on honesty and integrity;
- 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 CUSTOMERS

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

OUR COMMUNITY

MCPL is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our employees and suppliers. 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 customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavor to provide processes that ensure we achieve this in order to build a robust and world class business.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities.

The Organization constantly monitors its quality performance and implements improvements when appropriate.