

At MCS Group, our vision is to maintain our status as a building contractor working within the motor retail, commercial, industrial, residential, and educational sectors from new build to refurbishments projects, delivered throughout the UK.

Our principal aim is to always supply to our clients, with building solutions and client service that complies with current standards and legislation and conforms exactly to stated or agreed specifications / order requirements. The Directors and Management of MCS group recognise the implementation of quality disciplines and their compliance to independent standards are an integral part of the Company's ability to meet client requirements. We demonstrate this recognition through the establishment, implementation, review, and continual improvement of an effective quality management system which is certified and meets the requirements of ISO 9001:2015.

It is the Directors and Management's desire to ensure that the Company complies with and fully embraces the spirit of the requirements of ISO 9001:2015 which shall be subject to both Internal and External Audit at regular intervals. This will provide a framework for establishing and reviewing quality objectives and enable us to maintain a structured and consistent approach to business, maximise internal efficiency and maintain through its adoption, the very highest standards of customer care possible.

Our QEMS is based on the requirements of ISO 9001, and ISO 14001 and the company is fully committed to fulfilling these requirements. The QEMS provides a framework for a risk-based approach to thinking, managing opportunities and mitigation of risks and has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

## MCS group has established this policy and confirms that it:

- is aligned to and supports the strategic direction and context of the organisation referred to within the quality management system.
- sets, monitors, and reviews appropriate quality objectives that are designed to sustain and enhance its reputation by continually striving to ensure that the present and future needs of clients and their expectations are met.
- is committed to good professional practice, to diligent work and to meeting all of the agreed client specifications, contractual obligations and applicable regulations and standards.
- is committed to continual improvement of its own quality management system.
- will be maintained and made available as documented information to any interested party.
- The company's primary objective is to complete all projects to the best standards, to an agreed budget and to deliver projects within an agreed timescale.

This policy statement is to be reviewed by Directors and Management for continuing suitability and shall be communicated to all staff via the Collabor8 system, on display within all of our offices, and provided to any necessary stakeholders and interested parties i.e. sub-contractors that may be working on our behalf. It will also be available to the public via MCS Group Ltd website at [www.mcs-ltd.com](http://www.mcs-ltd.com)

**Keir Edmonds, Managing Director**



03<sup>rd</sup> January 2025