

M Group Services Telecom Division Business Policy Statement

The M Group Services Telecom Division is committed to providing a safe and sustainable service to its clients with a key focus on a 'First Time, Every Time, On Time' approach. This is aligned to being an employer of choice, providing a culture of personal development within a socially and economically responsible business.

The senior management team will implement and maintain the Business Policy such that it will provide safe and healthy working conditions and set objectives to continuously improve. It will commit to fulfil legal requirements, eliminate hazards and reduce risks, continually improve the Business Management System, consult with and encourage the participation of workers. Senior management team will ensure that the Business Management System conforms to the requirements of each standard and sets the strategic direction of the business.

The following core principles underpin our approach to achieving this commitment.

Safety

Nothing that the Telecom Division does is so important that we cannot take the time to do it safely. Our goal is an incident free environment and continued compliance with ISO 45001.

Health and Wellbeing

We will endeavour to provide a workplace that not only maintains but improves and enhances the physical, mental and social wellbeing of our employees and delivery partners.

Environment

We take account of our environmental responsibilities and endeavour to minimise our impact on the environment. The senior management team commits to identifying key impacts and implement appropriate measures to minimise these and prevent pollution. This is whilst maintaining compliance with ISO 14001, legal duties and any client specific requirements to support continual improvement of the environmental management system.

Quality

By measuring and improving how we operate, we will continue to provide a quality service to our clients, whilst maintaining compliance with ISO 9001.

We will securely manage information and improve our standards through ISO27001, ISO22301 and Cyber Essential Plus.

People

We are an employer of choice and embed equality within our culture. We empower our people and allow them to develop via structured career progression.

Delivery

Through openness, innovation and a culture of collaboration, we will underpin the business needs of our clients.

Integrity

We shall be open, honest, respectful and accountable for our actions. We are sensitive to the values and concerns of the wider society, our people, and clients and will conduct ourselves in an appropriate manner.

The Business Policy is actively monitored, developed and will be formally reviewed annually, except where organisational developments or legislative changes dictate otherwise.

Alain Loosveld



Managing Director

1st April 2021