

# STATEMENT OF BUSINESS PRINCIPLES



## Scope

The principles detailed within this document are to be applied to all business operations.

## Purpose

To provide a documented statement to which the company's business operations can be audited if and when needed.

## 1. Introduction

MCL Resourcing is committed to operating in an efficient, responsible and profitable way in all our business undertakings across all our chosen markets. Our businesses consistently seek a high standard of performance and aim to maintain a long-term position in their respective competitive markets.

MCL Resourcing has worked hard to build up a sustainable business to benefit our employees, shareholders, clients, suppliers and the wider communities we work within. We are constantly seeking new ways to grow our business and our markets in a responsible way to the benefit of all our stakeholders. Our commitment to improving the quality of services provided to our clients in the public and private sectors means we are always at the forefront of our markets in terms of service quality and innovation.

## 2. Shared Business Values

The company follows the principles to follow, under the headings also listed.

### People

We invest in our people, recruiting and training to the highest standards so that we have a skilled, qualified, motivated and rewarded workforce able to deliver flexible and high quality service to all our customers

### Performance

We want to be the best at what we do: we consistently meet or exceed customers' expectations and performance targets and our commitment to continuous improvement in all our business operations is second to none.

### Service

We provide exceptional service, tailoring our delivery to respond to the precise requirements and business priorities of our customers: we always deliver to the highest standards of customer service and care.

## Innovation

We strive to introduce new ways of working and to develop and adopt new products, services and business processes that will deliver real benefits to our customers, a competitive edge for the company and more efficient and effective working practices for our people.

## Integrity

We are honest, open and upright in all our business transactions are dependable and trustworthy and are committed to treating all our people, customers, sub-contractors, stakeholders and the communities in which we work with respect.

## Partnership

We believe in working in partnership with our customers, listening carefully to what they want and need, being open and collaborative in our approach and responding rapidly and flexibly to deliver bespoke solutions to meet customer requirements.

# 3. Responsibilities

## 3.1. Stakeholders

Operating a profitable business is paramount to achieving sustainability. However, increasing profits at any cost is neither sustainable nor acceptable. MCL Resourcing is therefore committed to being responsible in the way we generate profits. This will ensure the stability and confidence which continuous business growth and success engenders for clients, investors, employees, suppliers and the wider community.

## 3.2. Shareholders

- consistently deliver value to our shareholders.

## 3.3. Employees

- create employment and development opportunities for our employees providing a workplace that is supportive, rewarding, diverse, safe and inspiring.

## 3.4. Clients

- develop and maintain long-term relationships with clients by offering high quality services and value for money
- treat clients and their customers fairly through adherence to all applicable laws, regulations and policies, and ensure a high standard of behaviour.

## 3.5. Suppliers

- develop mutually beneficial relationships with contractors, suppliers and partners who share our business principles
- achieve value for money in all our expenditure to ensure effectiveness and efficiency.

### **3.6. Community**

- contribute and participate in the local communities where we operate – this supports and aids client relations, business development and local recruitment and retention of employees

### **3.7. Environment**

- recognise and respect of our responsibilities to the environment linked to economic reality – optimising travelling; rationalising energy use; recycling commodities and optimising the use of disposal supplies – balancing environmental and commercial interests
- manage and minimise our impact on the environment.