POL-01
QHSE POLICY STATEMENT OF INTENT

Purpose

MRC aims to ensure, so far as is reasonably practicable, the quality of its service, the health, safety and welfare of everyone who works for it while they are at work, and the protection of the environment, including for others who may be affected by our undertakings.

This general policy statement of intent provides a commitment to fulfil legal requirements and other requirements, and to provide sufficient resources for the management of quality, health and safety, and the environment.

MRC organises and redacts medical records that solicitors rely on to run their clients' cases, so quality is not a differentiator for MRC, it is the product. Our corporate vision is to provide a secure, accurate and reliable service to our clients, in a safe working environment and with the smallest environmental footprint we can achieve.

MRC is a small, largely remote business that is building an Integrated Management System to meet ISO 9001:2015 (quality), ISO 14001:2015 (environment), ISO/IEC 27001:2022 (information security) and ISO/IEC 42001:2023 (artificial intelligence management). Health and safety is managed under the Health & Safety Policy in the MRC Employee Handbook.
MRC recognises the importance of delivering a consistently high-quality service to all its clients.

To deliver this service, MRC implements and maintains a documented Integrated Management System, supported by the MRC Quality Policy, the MRC Environmental Policy and the MRC information security policies.

Each area is explained in detail within the operational procedures and policies; in summary:

MRC is committed to achieving this service by employing the following activities:

- Ensure that operations are carried out in accordance with all legal and other requirements and compliance obligations, including data protection law and our contractual commitments to clients.
- Ensure that all business activities follow the documented procedures and have the resources they need.
- Strive to continually improve the quality of our service through feedback from our clients, complaints, quality control results, incidents and audits.
- Set and review quality, environmental, health and safety and information security objectives and targets, and implement structured improvements through the management review process.

MRC, whilst delivering this service, is also committed to:

- the prevention of injury and ill health (eliminating hazards and reducing health and safety risks) for everyone who works for MRC, including those who work remotely.

- the prevention of pollution and the protection of the natural environment, by delivering our service digitally, reducing waste, energy use and travel, and minimising environmental impacts wherever possible.
- safe behaviours, and correcting unsafe behaviours.
- the procurement of sustainable products and services wherever practicable.
- the use of suppliers and subcontractors who will not adversely affect our own performance in terms of quality, security, environmental impact or health and safety.
- continually monitoring and improving the quality, environmental, health and safety and information security aspects of our business activities and our supply chain.
- consultation and participation of workers.
- compliance with the requirements of the management system.
- continual improvement of the effectiveness of the management system and of the performance it provides to our clients.
- ensuring that this policy is communicated and understood throughout MRC.
- ensuring that staff and subcontractors are made aware of the importance of meeting client, statutory and regulatory requirements.
- providing appropriate resources for our scope of work and processes.
- top management reviewing this policy and the performance of the system through the management review process.
- educating, training and motivating staff to carry out tasks in a responsible manner, and ensuring that competence and continual professional development remain core to our business goals.
- encouraging stewardship of quality, health and safety and the environment among staff and suppliers.
- striving to achieve the highest quality of our services, through competent and skilled people, to ensure full client satisfaction.
- using this policy as a framework for setting and reviewing objectives.
- measuring client feedback to generate improvement.
- ensuring that measurable objectives are established and reviewed on a regular basis.
- working with suppliers and clients to establish and maintain the highest standards.
- all staff and subcontractors are encouraged to take a responsible attitude towards the attainment of high standards of client service and quality, which are necessary in maintaining client confidence in everyone working for or on behalf of MRC.

MRC is committed to continual improvement of its performance. This Policy will be reviewed annually as a minimum, and whenever needs, industry standards or legislation change. It will be communicated to all staff on induction and to subcontractors on engagement. Re-issue will occur when changes have been made and on annual review to all relevant interested parties.

Document Control

This Policy needs to be formally reviewed on an annual basis, as a minimum, or if required changes are identified to address one or more of the following:

- A change in business activities, which will or could possibly affect the current operation of MRC Integrated Management System, and the relevance of this document
- A change in the manner in which MRC manages or operates its information assets and/or their supporting assets, which may affect the accuracy of this document
- An identified shortcoming in the effectiveness of this Policy, for example as a result of a reported information security incident, formal review or an audit finding.

Signature: Pete Kilbane

Managing Director
Date of approval: 03 / 11 / 2026

The current version of this Policy, together with its previous versions, shall be recorded below.

Document Record		
Rev	Changes	Date
1	Initial Issue	12/10/2026