



QUALITY & ENVIRONMENTAL POLICY

Document Version: 1.0
Document Status: LIVE
Classification: Protect



MTI is committed to the highest standard of information infrastructure and solutions provision. We listen to our customers, continually reviewing the processes of service delivery in line with customer's needs, maximising the efficiency of our resource management system.

The Organisation operates a Quality & Environmental Management System that has gained BS EN ISO 9001:2008 and BS EN ISO 14001:2004 certification.

MTI is a leading supplier of datacentre infrastructure, security, virtualisation and networking solutions and services.

The principal elements of our policy are:

To develop, maintain and improve the Quality & Environmental Management System satisfying the requirements of BS EN ISO 9001:2008 & 14001:2004 which form the framework for achieving continual improvement, complete customer satisfaction, reduced environmental impact & full realisation of all company objectives.

To focus on the requirements of our customers, establishing levels of communication capable of fully determining their needs & expectations.

To maintain an accurate knowledge of and comply with all relevant environmental legislation, requirements, best practice & guidelines.

To maintain an optimum understanding of environmental risk & impact with our activities & communicate these to our staff, sub-contractors & customers (as appropriate) through training and continually updated knowledge on environmental issues.

To prevent pollution & minimise the impact of our activities upon the environment in the delivery of our services and where applicable, in the activity of others in deploying those services.

To establish & maintain an infrastructure capable of supporting all company activities & realising all company objectives.

To identify scope for improvement in every aspect of the company's activities, devising & implementing effective solutions throughout.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establish the Quality & Environmental Policy and its objectives
- Ensure that the Management Review Meetings set and review the quality and environmental objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality & Environmental Management System
- Ensure the availability of resources

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.