

Corporate Social Responsibility



The Importance of CSR and the value it brings to the business

MPW is a strong believer that having people from different backgrounds, with different life experiences and talents is a real bonus for our business. Respecting and valuing the diversity of our people is central to our vision and values. Our policies and practices have been developed to protect against discrimination, ensure equal opportunity, and fair treatment for all, regardless of age, sex or ethnic background.

When forging business relationships, we find it has become increasingly important to have a strong corporate social responsibility policy as this is now becoming increasingly important to customers as part of their process for evaluation and selecting a supplier / partner. This is inevitable considering the sensitive nature of the services we provide to our customers. Our CSR approach provides both large and small companies with additional confidence, demonstrating that they are dealing with a company that respects laws and cultures, has high ethical standards with an open and inclusive approach. Taking care of all personnel proving to be a reliable and dependable company to contract for services.

Furthermore, MPW aim to develop our standing as a responsible business in the community with a plan to develop community programmes which support our brand values and further promote our recognition as an active contributor to local community development.

Managing our CSR Activities

Our CSR Policy is embedded within our business practices and operational programs and processes.

CSR is included within our management review meetings as part of our Quality Management System – BS EN 9001:20015, where we identify areas of CSR that are relevant and important to our company and evaluate what we should do to improve our CSR performance.

Areas focused on are Health & Safety, discrimination, anti-corruption, internal audit, risk management and overall business development. We recognise our CSR commitments are reflected in the principles shown below:

Business Ethics and Transparency

MPW are committed to maintaining the highest standards of integrity and corporate governance practices to maintain excellence in its daily operations, and to promote confidence in our governance systems. Business will be promoted in an open, honest and ethical manner. Environmental, Health and Safety policies are in place and communicated to all staff via staff handbook and subsequent memos and is overseen by Peninsula our Health and Safety and Human Resources provider. MPW recognises the importance of protecting all our human, financial, physical, informational, social environmental and reputational assets.

Health & Safety

We are committed to achieving continuous improvement in Health & Safety performance so that we provide a clean, healthy and safe working environment for our employees. All employees are issued with a H&S

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handbook. We take the safety of teams operating in the field seriously and have both Site Assignment Instructions and Site Assessments in place with regular monitoring and checks on teams by Supervisors both on site and by remote communication.

Employee Relations

We aim to deliver a fair employment environment giving individuals the opportunity to develop and advance, subject to performance and business opportunity.

We shall operate an Equal Opportunities Policy for all present and future employees that includes a clear and fair remuneration policy and provides safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.

All employees will adopt the corporate social responsibility considerations described in this policy into their day-to-day work activities. The company management team will act as role models by incorporating those considerations into decision making in all business activities. The company management team will ensure appropriate organisational structures are in place to effectively identify, monitor and manage corporate social responsibility issues and performance relevant to our business.

Human Rights

MPW recognises that governments have the primary responsibility to promote and protect human rights. We will work with governments and agencies to support and respect human rights within our sphere of influence. MPW will not tolerate human rights abuses and will not engage or be complicit in any activity that solicits or encourages Human Rights abuse. We will always strive to build trust, deliver mutual advantage and demonstrate respect for cultures, customs and values of individuals and groups.

Clients

Our business and livelihood depend on our clients. All employees are responsible for ensuring that any contact with clients reflects professionalism, efficiency and honesty. We will strive to provide a high-quality level of service together with good value for money.

We take seriously all feedback that we receive from clients and where possible maintain open dialogue to ensure that we fulfil the requirements outlined within the policy.

We will register and resolve customer complaints in accordance with our documented standards of service forming one of our KPI's with in our Business Quality Management System.

Environment

MPW has a clearly stated Environmental Policy understanding the threats posed by global Climate Change and Society's demands on the natural environment. With our sustainable values, our objective is to endeavour to reduce our impact on the environment through commitment to continual improvement directed at reducing our environmental footprint wherever possible, with the aim of net zero emissions by 2050.

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Stakeholder relations

MPW is committed to timely and meaningful dialogue with all stakeholders including customers, suppliers, employees, governments, regulators and landlords among others. Suppliers will be encouraged to adopt responsible business policies and practices for our mutual benefit. We will engage clearly, honestly and respectfully.

Community Investment

We shall support and encourage dialogue with local community organisations and activities by our employees for our mutual benefit. Reputation and community investment is measured as part of our key performance monitoring and is reviewed within our management reviews. MPW constantly strives to find areas to invest within the local community.

- MPW Student of the Year award in Hospitality and Business Management studies in local colleges;
- Supporting a local netball team with provision of uniform
- Supporting the homeless with a meal and room for Christmas
- Armed Forces Covenant member to support and promise to treat both those who have served and family of those who have served are treated fairly and offered every opportunity of employment

Responsibilities

The Managing Director is responsible for the implementation of this policy and ensuring that resources are made available to meet our corporate responsibilities.

Monitoring each of the underlying policy commitments of the policy is the responsibility of the Managing Director to ensure that our performance in respect of this policy is consistently achieved. To this end the policy will be reviewed annually at the Annual Review Meeting.

Caroline Taylor
Director

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