

ENVIRONMENT, SOCIAL, GOVERNANCE – **QUALITY**

ESG^Q Policy

Policy statement

MCI Benelux and **ESN**, as part of the mci group Belgium and the mci group, have taken the initiative to certify their strategy, leadership, operations and reporting schemes under the ISO 14001 and ISO 9001 certifications. In addition, MCI Benelux also complies to the EMAS norm.

This decision takes its root in our ambition to demonstrate our commitment to the environment, to the social dimension of our activities, to ethics and governance and to aiming at the highest quality standards. Our ambition is to live by three core principles:

Performance is key, as we are committed to exceed client expectations as well as those of all our stakeholders. Our method is based on meaningful KPIs, accurate measurements and action plans with Environment, Social and Governance aspects and client satisfaction at heart.

Transparency is a commitment which we are making towards all our stakeholders: clients, co-workers, suppliers and shareholders of the mci group. In the future, we aim to publish a comprehensive VSME Declaration to showcase the results of our best efforts on environmental, social and governance matters.

Credibility is essential when it comes to ESG reporting. Our commitment to the certification standards means that all our processes, data and targets are thoroughly and regularly checked by independent accredited auditors.

OUR PEOPLE

The mci group Belgium is committed to equality in employment opportunity and rewards, fully embracing gender balance and cultural diversity. Our employees' welfare, work/life balance and interests are foremost throughout all aspects of our business conduct, strategies and operations.

We are committed to ensure:

1. Creating and nurturing an environment of success based on transparency and integrity;
2. Empowerment and personal growth through trainings, mentoring programmes and dialogue;
3. Inclusive environment where every individual has equal access to opportunities and resources;
4. Prioritisation of mental well-being by fostering a supportive, respectful workplace;
5. Designing and guaranteeing a secure, safe and protective work environment;
6. Supporting all ESG and Quality-related initiatives from all members of the mci group Belgium and the mci group altogether.

OUR CLIENTS

Customer satisfaction is paramount and stands amongst the highest priorities within our organisation. Our commitment is to proactively seek and define the needs of each of our customers and deliver all projects expeditiously without creating false expectations.

We are committed to:

1. Meet and exceed client satisfaction by setting up effective processes and monitoring tools;
2. Support feedback mechanisms and foster open dialogue;
3. Engage our clients in our ESG^Q scope-definition process;
4. Communicate proactively and transparently on our ESG and quality performance;
5. As much as possible, support our own clients in improving their own environmental, social and governance performance through advice, analysis and guidance.

OUR ENVIRONMENT AND OUR COMMUNITY

The mci group Belgium is committed to supporting the communities within which it operates. We believe in the practice of social responsibility and encourage similar behaviour with our employees, partners and suppliers.

Our commitment to our community and the environment includes:

1. Conform to all legal compliance requirements;
2. Reduce the environmental impact of all our operations and support climate change mitigation;
3. Prevent pollution and foster a sustainable use of resources;
4. Protect biodiversity and ecosystems;
5. Regularly engage in charitable activities with local communities in Belgium (own operations) or at the locations where we deliver our services – with the support of our clients and local partners.

OUR QUALITY COMMITMENT

The mci group Belgium is committed to achieving quality excellence by:

1. Complying with all clients' statutory and regulatory requirements;
2. Embedding our ESG^Q principles in the very heart of our corporate strategy;
3. Extending our ESG^Q practices throughout our value-chain;
4. Continually improving our processes via our ESG^Q Management System.

We commit to ensuring the continual improvement of our ESG^Q management system.



Idoia RODÉS TORRÓNTEGUI
President mci group Belgium