

### **Corporate Social Responsibility Policy:**

Risk Management Services (Chiltern) Limited recognises the fact that we must integrate our business values and operations to meet the requirements and expectations of our stakeholders, who include our employees, customers, consumers, suppliers, Security Industry Authority, Police, the community and the environment.

- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our continued business.
- Our aim is to demonstrate these responsibilities through our actions, policies and procedures.
- We deal with all feedback from our stakeholders openly and honestly to ensure that we fulfil the requirements within this policy.
- We will communicate our policies, strategies, targets, performance and governance to our stakeholders, in our continual commitment to sustainable development and improvement.

The responsibility for our adherence to this policy rests with all employees throughout the company.

- We shall encourage local suppliers to adopt responsible business practice.
- We will encourage dialogue with stakeholders and local communities for mutual benefit.
- We will provide our employees with fair terms and conditions of employment and ensure resources are available to provide continued training and development.
- We will provide safeguards to ensure that all employees and prospective employees are treated in accordance with our Equal Opportunities Policy.
- We will provide a safe and clean working environment for all employees in accordance with our Health & Safety Policy.
- We will strive to improve our environmental performance, through the implementation of our Environmental Policy and the 3 'R's of Re-use, Reduce & Recycle.
- We will maintain a high level of quality business whilst effectively managing risk.
- We will register and resolve customer and consumer complaints in accordance with our Quality Management System and BS ISO 10002.
- Our terms and conditions within our Agreements will be clearly defined based upon the service provided.
- We will support our employees and customers in charitable and local community organisations.
- We will protect our customer's and consumer's property from loss or damage, due to the actions of company personnel