

CORPORATE AND SOCIAL RESPONSIBILITY POLICY

Operating in a responsible and sustainable manner is important to Riello UPS Limited. Whilst we run our business in line with the expectations of our company objectives, we also see corporate social responsibility as a discipline that helps us to manage risks and maximise the opportunities presented to us in a changing world. We take our corporate responsibility seriously as an employer, manufacturer, supplier and a consumer. We are committed to understanding, monitoring and managing our social, environmental and economic impact to enable us to contribute to society's wider goal of sustainable development. We aim to demonstrate these responsibilities through our actions and within our corporate policies.

We focus our CSR activities in the following key impact areas:

Workplace

Our ability to deliver first-class products is dependent on a talented, engaged workforce. To this end, we are focused on making Riello UPS Limited a place where people feel supported, can develop their skills, and have a clear understanding of our business objectives.

We are committed to ensuring that our entire business is conducted according to rigorous professional, ethical and legal standards. To support this, we have developed this policy, which seeks to define what we stand for as an organisation, and to bring employees together under a clear common purpose.

Additionally, we:

- Operate an equal opportunities policy for all present and potential future employees.
- Offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- Maintain a clear and fair employee remuneration policy and maintain forums for employee consultation and business involvement.

Health & Safety

We shall provide, and strive to maintain, a clean, healthy and safe working environment. Providing a workplace where our employees feel safe is not only a legal obligation, but a fundamental factor in building their engagement with the company. Through management intervention, awareness campaigns and a culture that encourages employees to raise concerns about the workplace safety, we aim to reduce the frequency of accidents.

Our Health & Safety Team promotes and develops co-operation with employees to ensure health and safety management is embedded into management and business processes. This is supported by our Health & Safety Policy.

Risk

Riello UPS Limited is subject to a variety of risks which could have a negative impact on its performance and financial position. The Managing Director is responsible for the company system of internal control and risk management and for reviewing its effectiveness.

Marketplace

- Customers - We are in business to deliver value to our customers. All that we do is geared towards providing first class products and the best possible customer experience. We have a passion for excellence and we take pride in our ability to solve our customers' problems, focusing on delivering innovative solutions in a timely manner.
- We aim for true customer satisfaction by understanding our clients' needs and building relationships. We will register and resolve customer complaints in accordance with our published standards of service. Our contracts will clearly set out the agreed terms, conditions and the basis of our association. We will operate in a way that safeguards against unfair business practices. We will work with our customers to develop products to help to reduce environmental impact.
- Supply chains - We aim to work actively with our suppliers who commit to our values, especially in reference to fair employment and good environmental practices. We recognise the importance of the supply chain and we are committed to developing secure relationships based on mutual trust for mutual benefit.

Environment

We recognise the importance of understanding the impact of our activities on the environment and we hold the ISO 14001 standard to further demonstrate our commitment. We proactively monitor our energy usage, to drive energy efficiency and benchmark and monitor our progress.

Community

We are committed to making a sustainable, positive impact in the local community and we support our employees in fundraising for charities, recognising both the benefit to the community and to the employees themselves.

Communication

We communicate our activities externally through our website and internally through our Group intranet, newsletters and team briefings. This raises a sense of awareness in the company whilst engaging all departments.

Policy Review

This Policy has been authorised and will be regularly reviewed and updated as required by the Managing Director.