

# Corporate Social Responsibility Policy



## 1. STATEMENT OF GENERAL POLICY

It is the aim of Loyal Reliance Services Ltd to achieve clear and definite standards of ethical behaviour, throughout all areas of business.

Loyal Reliance Services Ltd take responsibility for creating wider benefits both within and around our business and endeavour to make our impact a positive one, which improves the lives of others and reduces the risk of harm to people and the environment.

## 2. MANAGEMENT COMMITMENT TO QUALITY

### Business Conduct:

As a business we focus on maintaining a strong and competent service, treating clients as mutual partners and working with sub-contractors, suppliers and our workforce fairly and ethically.

Loyal Reliance Services Ltd reputation dictates a high level of quality, robust management systems and safe working environments. It is our goal to safely complete all contracts within budget and to the required quality. We operate a quality management system that is fully compliant with BS EN ISO 9001:2015, which is linked to the group business strategy and key performance indicators (KPIs)

### Supply Chain Management:

Loyal Reliance Services Ltd only employ suppliers and sub-contractors whose ethics and values are aligned to that of our own. We will maintain strong working relationships and standards by consistently meeting agreed payment terms and evaluating services provided. Early notation of each project management team, suppliers and sub-contractors guarantees clients that we operate with a common goal and a shared vision from the onset.

### Client Satisfaction:

Through excellent planning, employing quality people, and a commitment to innovation we understand, meet, and exceed the needs and expectation of our clients and stakeholders. A dedicated after care team will ensure all clients are supported at the time of practical completion and beyond.

### Safety, Health, and Environment:

We are committed to planning and executing all operations in a manner that safeguards the health, welfare and safety of all employees, supply chain, clients, the public and end users.

Loyal Reliance Services Ltd advocate a behavioural safety and worker engagement approach to SHE. A change in safety culture through training seminars and incentive schemes results in every worker becoming responsible for SHE in the workplace. We will continue to reduce our RIDDOR annually and work at all levels of the business to guarantee safety is our highest priority and strive to become an 'injury free workplace'

### Environmental Impact:

Loyal Reliance Services Ltd will continue to look at reducing the impact we have the environment because of our operations. Through innovation and a proactive attitude to waste and energy reduction we aim to decrease our annual carbon emissions.

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#### Sustainability:

Loyal Reliance Services Ltd strive toward finding new opportunities to work with clients and specialist in the development of pioneering and sustainable technology within the Security Industry and management.

#### Training and Development:

Loyal Reliance Services Ltd recognise that people are our most valuable assets, and their performance is the key to the quality of service we provide. Through investing in our recruitment, training and development of employees we will retain the best possible talent. We adopt best practice in HR and training and aim to be an employer of choice.

#### Community Engagement:

We are fully committed to adding value to the communities within which we work, and we strive to excel the required level of compliance. Being a good neighbour means we actively interact with community groups and support educational initiatives. We foster local business relationships through sourcing local labour, equipment, and materials where possible and will continue to champion community engagement throughout the industry.

### 3. COMMUNICATION AND REVIEW:

This policy is communicated to all stakeholders via published website, handbook and notice boards and on request.

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner, which does not affect the quality environment and health and safety.

Signature:

A handwritten signature in blue ink, appearing to read 'John Dowler', is placed over a light blue rectangular background.

Position: Compliance Director

Name: John Dowler

Date: 18<sup>th</sup> March 2025

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