

## Introduction

As a responsible business, we value relationships and aim to act with transparency and integrity in all our dealings with stakeholders. We are committed to:

- ❖ Effective collaboration
- ❖ Ethical practices
- ❖ Ensuring our stakeholder needs are met

## Stakeholder Groups

Stakeholder Group	Needs & Expectations	Details
Clients	Transparency Fair pricing Respect Meet agreed deadlines Ethical business practices Data protection Timely response to complaints & effective resolution	We engage regularly with our clients to ensure we have a clear understanding of their requirements and use customer feedback forms to feed into ongoing improvements.
Suppliers	Timely payments Honest feedback	We prioritise local suppliers, always ensuring payments are made in full and one time, with a focus on diversity and inclusion within our supply chain.
Insurers	Accuracy Timely reporting of incidents & queries Honesty	We are fully transparent with our insurers to ensure we have the appropriate level of cover for the services we provide.
Regulators	Compliance with regulations and laws Accurate record keeping where appropriate	We are fully compliant with all local and regional laws and regulations.
Competitors	Respect Fair & ethical business practices	We ensure that all our dealing with competitors are fair and ethical.
Community	Support of local business Charity support	We are committed to a triple bottom line strategy, prioritising people and planet as well as profit.



Nancy Hyne, Director

## Engagement Methods

