

Introduction

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

- ❖ Effective collaboration
- ❖ Ethical practices
- ❖ Ensuring 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	I engage regularly with my clients to ensure I have a clear understanding of their requirements and use customer feedback forms to feed into ongoing improvements.
Suppliers	Timely payments Honest feedback	I prioritise local suppliers, always ensuring payments are made in full and on time, with a focus on diversity and inclusion within the supply chain.
Insurers	Accuracy Timely reporting of incidents & queries Honesty	I am fully transparent with insurers to ensure I have the appropriate level of cover for the services provided.
Regulators	Compliance with regulations and laws Accurate record keeping where appropriate	I am fully compliant with all local and regional laws and regulations.
Competitors	Respect Fair & ethical business practices	I ensure that all my dealings with competitors are fair and ethical.
Community	Support of local business Charity support Upholding B Corp values	I am committed to a triple bottom line strategy, prioritising people and planet as well as profit. I am working to continually review and improve my B Corp impact.

This document is reviewed annually and updated as appropriate.



Nancy Hyne, Director

Engagement Methods

