

Corporate Social Responsibility Policy

Reactive Zero Two Limited recognizes that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, suppliers, the community and the environment.

This statement is about how Reactive Zero Two Limited takes account of its economic, social and environmental impact in the way it operates as a business. By demonstrating our commitment, we aim to bring together our business values, our purpose and strategy together with the needs of our clients, whilst embedding such responsible and ethical principles into everything we do.

The ultimate responsibility for the commitment to our corporate social responsibility principles lies with the directors of Reactive Zero Two Limited, although every employee is expected to give their full co-operation to the principles in their activities at work. The effectiveness of the policy statement will be monitored and reviewed annually to ensure the company's compliance with any relevant legislation and to meet new business requirements or areas of improvement.

Our Employees

Our employees are at the core of our ability to continuously strive to deliver an extraordinary customer experience and they understand the important role they play in our success.

We will respect our employees and encourage their development and training. We will promote equality as differences in responsibilities permit and consider the interests of our employees including their welfare and health and safety. Our goal is the continual happiness of our employees through their engaging and positive employment in a successful business.

- We shall operate an equal opportunities policy for all present and potential future employees. We will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work.

Our customers

Reactive 02 seeks to ensure that it deals responsibly, openly and transparently with existing and potential customers with our service hallmarked by the highest standards of integrity, quality and customer care by:

- Ensuring that all our advertising and documentation about the business and its activities are clear, informative, legal, decent, honest and truthful
- Being transparent about our services and telling customers what they want to know, including what we do to be socially responsible
- We will register and resolve customer complaints in accordance with our standards of service - ensuring that if something goes wrong we will acknowledge the problem and deal with it
- We will listen to our clients so that this can help us improve the services we offer
- Ensuring that we benchmark and evaluate what we do in order to constantly improve our standard
- Our contracts will clearly set out the agreed terms, conditions and the nature of our relationship and will work in a way that protects against unfair business practices.

Corporate Social Responsibility Policy

Local Community

Reactive Zero Two Limited ensures that our work with the local community involves:

- Employing staff from the local community
- Supporting local fund-raising activities.
- Supporting a local Charity each year

Environment

Protection of the environment we live and operate in is part of Reactive Zero Two's values and principles and we consider it to be best business practice. Caring for the environment is one of our key responsibilities and an important part of the way in which we do business.

This statement is supported by our Environmental Policy

AUTHORISED BY:



Toby Gale

Operations Director of Reactive Zero Two Ltd

Reviewed 10th January 2024