

TENNALS GROUP LTD

Corporate Social Responsibility

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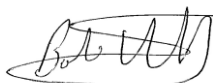
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Signed:



R J Duddin

Date: 15/1/2018

Position: Technical Director _____

TENNALS GROUP LTD

Corporate Social Responsibility

Vision, Mission and Commitment to Stakeholders

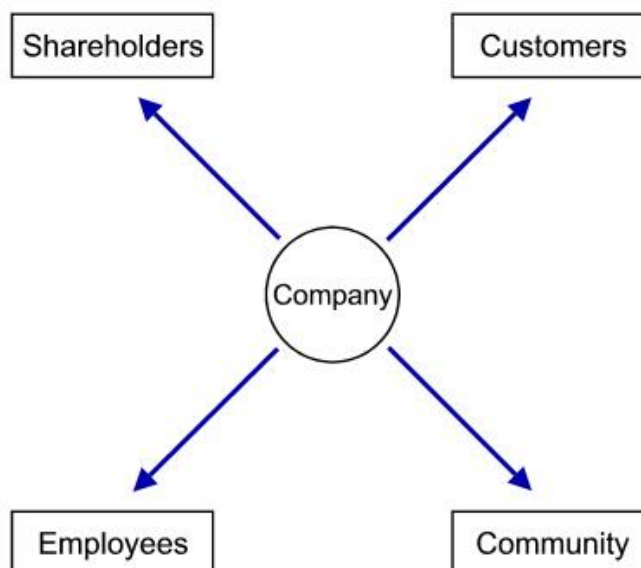
The Tennals Group **Mission** is to provide a reliable and cost-effective, professional security and Fire service to the local community. The main focus of our day-to-day activities is providing the customer with the advice, equipment and service that not only meets their specific needs, but also addresses all aspects of the various regulations as well as their perceived needs.

The Tennals Group **Vision** is to be recognized by our local community as the market leader in our field through our proven ability to consistently satisfy the requirements of our customers, our regulators BAFE, NSI, NICEIC, Gas Safe, F-Gas, NPTA and BPCA, the Police, the Fire Brigade and Insurers.

We are committed to:

- continuing controlled growth through organic growth and acquisition;
- maintaining an environment for attracting and retaining the best people in the industry;
- continually enhancing and developing our expertise and competency to ensure that we maintain leadership in our field.
- Tennals Group will endeavour to purchase products that are considered better for the environment and are fit for their intended purpose.

We recognize that we can only deliver and sustain our Mission and achieve our Vision if we understand, account for and balance the needs of the stakeholders in our business – our customers, employees, shareholders, and the community, including our impact on the environment.



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Corporate Social Responsibility

Commitment to Our Stakeholders

Our guiding principles relating to our stakeholders are:

- Customers:**
 - ♦ To ensure that all contracts undertaken are carried out to comply with all stated requirements of the customer and the additional requirements of insurers and regulatory bodies, such as the Police, Fire Brigade, NSI, NICEIC, BAFE, Gas Safe, F-Gas, NPTA and BPCA.
 - ♦ To provide value added assistance that consistently meets agreed requirements and specifications.
 - ♦ To accept contracts only if we believe we can meet our customers' requirements and where those requirements are compatible with our expertise and business activities.
- Employees**
 - ♦ To ensure that the working environment and conditions are conducive for effective working and constitute minimum hazards for all employees.
 - ♦ To provide a climate where employees are given the opportunity to maximize their potential and to participate fully in the operation of the business.
- Shareholders**
 - ♦ To conduct our business in conformance with all legal requirements and to the highest moral and ethical standards.
 - ♦ To plan and undertake all business opportunities in a professional manner, weighing risk exposure against identified returns.
 - ♦ To deliver a planned and progressive increase in financial returns to our owners.
 - ♦ To carry adequate indemnification insurance to protect the company against any and all reasonable claims, whether from customers or staff
- Community**
 - ♦ To create job opportunities for the local community
 - ♦ To minimize the effect on the local community resources of false alarms from systems installed and maintained by us.
 - ♦ To contribute to local charitable and environmental activities
 - ♦ To minimize any adverse impact on the environment that results from our business

Our Company Management System is the vehicle for capturing the requirements of our stakeholders and proactively managing their delivery. It also provides the platform for continual improvement, to which we are committed in all areas of operations.