



Reginald Maude Ltd

● RM Electrical ● RM Systems ● RM Communications

Corporate Social Responsibility: The Way We Do Business

We are committed to conducting our business in an ethical and transparent manner, dealing with people fairly and honestly and to take all due care for protecting the environment. We work as an extension of your business, operating your values, supplemented with our expertise, to allow you to focus attention on more strategic business activities.

Customers

We listen and learn from our customers to develop a thorough understanding of their needs and objectives. We focus on finding creative solutions that result in superior service quality, delivered to schedule, at reasonable cost to give best value. We do this through continuous development and improvement of the quality of service provided at all levels throughout the organisation. Our contracts managers and site supervisors accept responsibility for their projects and provide an accessible and responsive personal contact for our customers, both on site and off. It is always our aim to provide our service with minimum disruption to our customers and our customers' customers.

Employees

We recognise that the workforce is constantly changing. We are committed to a policy of continuous improvement in recruitment, training, development and motivation of our employees. We encourage open, two-way communications with our workforce to stimulate ideas and foster mutual respect. Our workers are well trained and qualified in their areas of speciality and, increasingly, in the other aspects of our business. This cross training allows us to be much more responsive and flexible and to keep our costs low. We provide a fair workplace environment and offer equal opportunities to all.

Health and Safety

Reginald Maude Limited aims to provide a clean, healthy and safe working environment. We have a well established, but evolving, Health and Safety Policy, with Statement of Intent, Management Structure, Arrangements and detailed Procedures. All our employees have a duty to take every care to avoid injury to themselves, their colleagues and members of the public. This includes following instructions for the safe use and operation of plant and equipment, following customers' safety procedures on site and using the appropriate Personal Protective Equipment provided. We are committed to a programme of continuous improvement in Health and Safety standards.

Suppliers

We develop good relationships with our suppliers and negotiate mutually beneficial terms. We regularly review our suppliers and their quality management status and seek collaborative arrangements to mutual benefit. We acknowledge our suppliers as business partners and believe in the principles of responsible procurement.

Environment

We have an Environmental Policy, which is reviewed regularly and updated with an Annual Environmental Statement. Our aim is to reduce our impact on the environment and to comply with environmental legislation and regulations. As an eco-friendly business we encourage the transfer of information electronically and recycle as much as is possible to minimise waste. Moreover, we help our customers to protect the environment against the effects of climate change by offering energy saving products and installations as well as disposing of waste material and products in compliance with the WEEE Regulations.

Society

We continue to develop long-standing relationships with local community groups and we recognise that these relationships can be of mutual benefit to the community, the company and its employees. Through this we hope to encourage other local businesses of all sizes to adopt similar practices.

Shareholders

Our ultimate goal is to increase and reinforce demand for our services, operate efficiently and profitably and earn good returns for our shareholders.