

## **CORPORATE SOCIAL RESPONSIBILITY POLICY**

We aim to be a leader in the field of Corporate Social Responsibility (CSR) and are committed to ensuring the best practices to this end. The policy of (CSR) instituted by our company outlines nine criteria, reflecting existing and emerging benchmarks:

### **1. LEADERSHIP COMMITMENT**

The executive team are committed to the integration of (CSR) in all corporate decisions. Our workforce is expected to follow their example.

Our leaders will ensure that appropriate structures are in place to effectively identify, monitor, and manage (CSR) issues and performance relevant to our business.

### **2. SUSTAINABLE VALUE CREATION**

As a company aimed at high performance, we strive to maximize 'sustainable corporate value'. By this we mean to achieve a sound balance between profitability and (CSR). We recognise that sustainable corporate value is a continuous process of creating present and future corporate wealth, and that value creation comes from: high-quality assets, strong financial management, sound corporate governance, preservation of the natural environment and creation of relevant local capacities and *protection of the public* where we operate.

We will consider the creation of both short-term and long-term sustainable value in our decision-making.

### **3. GOVERNANCE AND BUSINESS PRACTICES**

We conduct business in an open, honest, and ethical manner We comply with all laws and regulations where we operate. We recognize the importance of protecting all assets of the company including financial, physical, human, information, social, environmental, and reputation assets. We assess and manage our risks to effectively steward these assets.

We advise partners, contractors, and suppliers of our Corporate Social Responsibility Policy, and work with them to achieve compliance with the Policy.

## Customer Care Policy

### Introduction

Region Security Guarding Limited aims to provide our customers with the most efficient and reliable service. As security service providers, our aim is to provide dependable and satisfactory service to maintain and gain a proficient reputation.

### Policy

We are committed to our Customer Care Policy for all jobs, regardless of size, in the following manner:

Deal with customers honestly, fairly and politely.

Be trustworthy, reliable and respect confidentiality.

Consider the customer's needs and environment; and provide the appropriate care.

Keep appointments on time and respond quickly and in a helpful manner.  
Arrive and finish at the agreed times.

Look and act in a professional manner, wearing the appropriate clothing, which should always be clean and presentable.

Always be efficient and effective, to ensure best value for the customer.

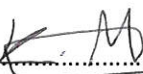
Always deliver what we say we will, with minimum disruption.

Meet our deadlines and keep the customer informed of progress.

When we cannot provide exactly what someone wants, be innovative and suggest alternatives.

Apologise if things go wrong and do our best to put things right.  
Listen to feedback, act on it and respond.

Keep customers informed of new and improved services available.

Sign: 

Date: 29/03/18

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