



*We help business gain value by operating in much cleverer, sustainable ways*

## POLICY STATEMENT

FBRH is committed to meeting stakeholders' requirements in a sustainable, transparent, and socially responsible manner. We are committed to building trust with each and every one of our actions, with integrity, transparency, and respect for the individual and community. We take particular pride in differentiating our services and how we deliver them to help our clientele take up principled ESG/ sustainability reporting, so that we collectively achieve a better environment, economy, and society. To ensure excellence in all we do, through our Integrated Management System.

Our objectives are to:

- Continuously achieve excellent levels of Customer and other stakeholders' satisfaction in all aspects of our business clearly demonstrating our philosophy for compliance and continuous improvement
- Apply the principles of ESG/ Sustainability in our own work and advocate for them to be applied broadly by our clients
- Provide responsible communication and consultation channels with all interested parties.
- Comply with all relevant national / international laws, regulations and directives related to Quality, Business Continuity, Information Security and Personal Data Protection, continuously guarantee the Confidentiality, Integrity and Availability of our Information

To achieve our objectives management & FBRH team members are committed to:

- Understand interested parties' requirements.
- Set high operational standards.
- Provide a working infrastructure that can secure the continuity of our business including the security of information we handle
- Improve our operations by introducing new technology and new operating standards.

For all above objectives we set measurable targets (KPI's) which are reviewed at least once a year. To demonstrate our commitment, we have implemented an Integrated Management System incorporating the requirements of ISO 9001:2015, National and EU laws and regulations pertinent to our business and the accepted practices for ESG/ Sustainability.

The responsibility for the design, implementation and continual improvement of our system lies with top Management. The Managing Director has approved this policy. We ensure that all engaged contractors are advised of their responsibilities and that arrangements are in place for achieving the above objectives. Every employee (the Managing Director) and external provider, has a duty to take reasonable care for the FBRH Quality Management System.

This policy is available to all interested parties and is kept up to date, as requirements, operating systems and methods change, through periodic reviews.

Simon Pitsillides  
  
Managing Director  
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