



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 build trust through every action, guided by integrity, transparency, and respect for individuals and communities.

We take particular pride in differentiating our services and delivery approach, supporting our clients in adopting principled ESG and sustainability reporting practices that contribute to a better environment, economy, and society. We are committed to achieving excellence in all we do through our Integrated Management System.

Our Objectives

We aim to:

- Consistently achieve high levels of customer and stakeholder satisfaction, demonstrating our commitment to compliance and continual improvement.
- Apply ESG and sustainability principles within our own operations and actively promote their adoption by our clients.
- Take meaningful action on climate change by reducing our carbon footprint, integrating climate-conscious practices into our operations, and training and encouraging clients to do the same, thereby supporting a low-carbon economy.
- Maintain effective communication and consultation channels with all interested parties.
- Comply with all applicable national and international laws, regulations, and directives relating to Quality, Business Continuity, Information Security, and Personal Data Protection, ensuring the confidentiality, integrity, and availability of information.

Our Commitments

- To achieve these objectives, management and all FBRH team members commit to:
- Understanding the needs and expectations of interested parties.
- Maintaining high operational standards.
- Providing infrastructure that supports business continuity and the security of information.
- Continually improving our operations through the adoption of new technologies, enhanced processes, and climate-resilient solutions.
- Monitoring, measuring, and reducing our environmental impact, and integrating climate considerations into strategic planning and decision-making.

Implementation and Governance

We establish measurable objectives and key performance indicators (KPIs), which are reviewed at least annually. FBRH has implemented an Integrated Management System aligned with ISO 9001:2015, applicable national and EU legislation, and recognised ESG and sustainability practices.

Top Management is responsible for the design, implementation, and continual improvement of the Integrated Management System. The Managing Director has approved this policy.

All employees and external providers are responsible for supporting the effectiveness of the FBRH Quality Management System and are made aware of their responsibilities in achieving these objectives.

Review and Availability

This policy is communicated to all relevant interested parties and is reviewed periodically to ensure its continued suitability, adequacy, and effectiveness.

Simon Pitsillides
Managing Director
11/11/2025