

**ISHelp.CO.UK LIMITED AND GRIDSMART LIMITED (THE COMPANY)
CORPORATE SOCIAL RESPONSIBILITY POLICY**

ABOUT THE POLICY

The Company aligns its activities with the expectations of the Company stakeholders in relation to our economic, social, and environmental impact.

As a responsible business, the Company believes that the long-term future of the business is best served by respecting the interests of all our stakeholders: employees, customers, suppliers, and the wider community. The Company actively looks for opportunities to improve the environment and to contribute to the wellbeing of the communities in which the Company trades.

PURPOSE

The Company believes that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense, but also complements the Company's core business strategy and corporate values.

The purpose of this policy is to provide clarity to all stakeholders what the Company means by corporate social responsibility and how the Company proposes to work towards achieving it.

PRINCIPLES AND KEY AREAS

The Company's policy is based on the following principles:

- To minimise the impact and maximise the benefits that the Company's work has on the environment and people around the Company.
- To integrate the Company's CSR considerations into all of its business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice.
- To continually strive to improve the Company's CSR performance.

In developing the Company's strategy and setting out its policy, the Company aims to deliver gradual but continuous improvements in its performance every year. As a result, the Company's approach continues to evolve as the Company learn lessons along the way. To help define the Company's policy, the Company has divided it into five key areas: -

People

The Company's employees are the most valuable resource of the Company's business. The Company recognise that it is the calibre of the Company's people that differentiate the Company from its competitors, so the Company works hard to recruit and retain the best talent in the industry. The Company invests in employee personal development plans, support training and apprenticeships, and provide clear progression routes.

The Company strives to ensure all Company employees enjoy their work and have opportunities to consistently demonstrate their outstanding skill and high-quality service delivery to the Company's customers.

Customers

This document is uncontrolled when not viewed on the Company's Activ system

The Company's business and livelihood depend upon its customers. The Company aims to ensure that all contact with its customers reflects professionalism, integrity, efficiency, and honesty. The Company's core objective is to meet and exceed its customer's expectations to ensure that its actions leave a positive and lasting impression. Whatever the customer requirements, the Company is always happy to help.

Environmental Management

The Company is committed to managing its business impact on the environment in a responsible and ethical manner. The Company does this by identifying all significant environmental impacts and putting processes in place to prevent, reduce and mitigate them in line with the Company's Carbon Reduction Plan.

Community

The Company is committed to supporting the local communities in which the Company employees work and live. The Company endeavours to support local small businesses, local tree planting schemes and local grass roots sports. The Company aims to encourage its people, to consider the needs of others in its day-to-day business.

Responsible Trading

The Company is committed to maintaining high standards amongst its suppliers. The Company opposes the exploitation of workers, and it will not tolerate forced labour, or labour which involves physical, verbal, or psychological harassment, or intimidation of any kind. The Company will not accept human trafficking or the exploitation of children and young people in its business and undertakes all reasonable and practical steps to ensure that these standards are maintained.

RESPONSIBILITY

The Managing Director is the main board Director with primary responsibility.

The Finance Director is responsible for coordinating operation of the statement and for reporting on it to the Managing Director and the Company board of directors.

Stakeholders, particularly employees, are invited to provide feedback on the nature and operation of the Company's corporate social responsibility statement.