

Corporate and Social Responsibility Policy

Definition

CSR is defined as the integration of business operations and values, whereby the interests of all Stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

Commitment and Aims

Rivertrace are committed to:

- Continuous improvement in our Corporate and Social Responsibility (CSR) strategy by;
 - Encouraging our business partners to implement CSR;
 - Continually improving our performance and meeting all applicable legislation;
 - Informing our staff to be mindful of the effect of their actions on non-renewable resources.
- The CSR policy is to make clear to all stakeholders what Rivertrace means by CSR and how Rivertrace propose to work towards implementing and achieving CSR. The CSR policy applies throughout all activities of the company.
- Rivertrace recognise that CSR embraces all aspects of sustainable development and social issues which are of most relevance to Rivertrace and decide at what stage this CSR policy could most effectively and legally be included;
- Rivertrace shall operate in a way that safeguards against unfair business practices;
- Rivertrace believe that a responsible approach to developing relationships between companies and communities they serve, national and international, is a vital part of delivering business success;
- When carrying out our business, Rivertrace will determine the environmental, social and economic issues;
- Rivertrace will continually review all policies and business practices to encourage engagement with business partners and to promote development.

Corporate Governance

- Rivertrace are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards;
- All the laws that regulate and apply will be complied with;
- Rivertrace endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all staff. Rivertrace do this by continually training and developing our staff;
- All groups and individuals with whom Rivertrace have a business relationship will be treated in a fair, open and respectful manner;
- Competition will be reasonable and based upon the quality, value and integrity of the services being supplied;
- Feedback on performance will be actively sought, and Rivertrace will encourage customers to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon;

RIVERTRACE

- ISO 9001:2015 is used to ensure continuous improvement is achieved.

Please refer to our Quality Policy and our Anti-bribery Policy for more information

Environment

- Rivetrace's objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement;
- Rivertrace will continue to work with our partners to reduce their impact on the environment;
- Rivertrace will by applying Responsible Care to all activities, assess the environmental impact and report against these findings and report openly to all stakeholders.

Please refer to our Environmental Policy for further information

Human Rights

- Rivertrace aim to support and respect the protection of internationally proclaimed human rights;
- All partners are actively encouraged to observe international human rights norms within their work
- Rivertrace aim to eliminate discrimination based on any grounds (Race, Creed, Colour or Religion) and promote equality of opportunity in the transport logistics supply chain;

Please refer to our Anti-slavery and human trafficking policy for more information

Sustainability

- A Sustainable Policy for Procurement of services will be maintained that will set out the principles, policies and procedures within Company. This will run alongside our ISO 9001:2015

Ethics and Ethical Trading

- Rivertrace will ensure clear visibility through the utilised supply chains to know where products are being moved from and to;
- Training will be provided to relevant people on environmental and social issues affecting the logistics supply chains;
- Rivertrace will ensure that partners uphold the workplace standards and behaviours consistent with the Company's requirements;
- Rivertrace are committed to ensuring that the welfare of workers and labour conditions within the logistics supply chain meet or exceed recognised standards;

Please refer to our Anti-slavery and human trafficking policy for more information.