

## BUSINESS CONDUCT AND CUSTOMER CARE POLICY

### Business Conduct

Albion Environmental Ltd will behave legally, honourably, and ethically.

At all times we will:

- Ensure that our business practices comply with all applicable legal, regulatory, and other requirements in each country in which we operate
- Treat our stakeholders and other interested parties as we would want to be treated ourselves
- Ensure that decisions are taken by people duly authorised, qualified, and accountable
- Trade and compete fairly, within a framework of applicable competition laws, never obtaining or maintaining business through illegal conduct
- Report financial information in a complete, accurate, honest, and timely manner
- Not tolerate any employee or agent of the company offering, soliciting, or receiving any form of bribe or any other similar inducement, and we are committed to preventing bribery, corruption, and modern slavery within our operations and supply chain
- Consider the social, ethical, health and environmental implications of our business activities
- Uphold the principles set forth in the United Nations Universal Declaration of Human Rights wherever we operate, respecting local laws and regulations
- Not make any payments to political parties, organisations, or their representatives
- Recognise that we have a responsibility to define and support externally all our commercial activities where that affects ourselves or any of our stakeholders
- Measure, review and monitor our performance against this statement of business principles and ethics and continually improve our performance

### People

Our people are our most important and valuable asset. Albion Environmental Ltd wants its employees/workers to feel respected, well managed and able to fulfil their potential. In order to achieve this, we will:

- Ensure that dignity at work and mutual respect are enshrined in all our working practices and the way we behave towards each other
- Respect the human rights of all employees/workers and support the rights of the child by not employing anyone under the age of sixteen
- Provide all employees/workers with good and safe conditions at work
- Treat employees/workers honestly and fairly, respecting their individual and collective rights
- Promote equality of opportunity and encourage diversity in our workforce ensuring the recruitment, recognition, development, and best use of talent
- Promote effective communications and consultation to encourage the communication and participation of employees/workers in the planning and direction of their work, wherever appropriate involving Trade Unions, Works Councils, and other employee groups
- Maintain clear disciplinary and grievance procedures with access to advice for fair and consistent application.

### Customers

Albion Environmental Ltd wants to win and maintain its customers by developing and providing a range of services which are high quality, safe, and environmentally acceptable and value for money. We want to build relationships of trust and confidence. In order to do this, we will:



#### Albion Environmental Limited

Albion House,  
1 Damside,  
Ayr, KA8 8ER  
Scotland, UK

[www.albion-environmental.co.uk](http://www.albion-environmental.co.uk)  
T: 01292 610 428  
E: [info@albion-environmental.co.uk](mailto:info@albion-environmental.co.uk)

- Aim to communicate with customers and potential customers in a professional manner regarding the services we provide. We will only send / phone with information we believe is relevant to your organisation giving customers the option to opt out of any marketing communication in accordance with GDPR regulations.
- We will ensure personal data is handled securely and in accordance with data protection legislation
- Talk to customers about their environmental and health & safety liabilities and responsibilities
- Aim to anticipate the future needs of our customers, promoting innovation, best practice, and value for money
- Respond promptly to customer feedback, taking speedy action to improve our performance
- We maintain a structured process for handling customer complaints and resolving issues effectively
- Ensure that all our services are supported by the requisite technological, environmental, and commercial expertise
- Work with our customers to create added value
- We will treat our users with courtesy and respect
- We aim to provide a helpful, friendly, and effective service within the constraints of available resources.
- We provide training, including customer care, for our staff ensuring service is of a high quality.
- We are aware of and assist users with special needs, providing a service free from discrimination.

## Suppliers and Subcontractors

Albion Environmental Ltd aims to procure the highest quality products, services, and value for money from all its suppliers and subcontractors. We expect our suppliers and subcontractors to comply with applicable legal, ethical, and environmental standards and to act in line with our ethical standards.

To ensure that this is the case we will:

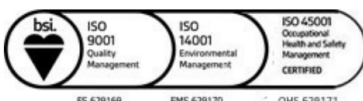
- Assess critical suppliers and subcontractors as appropriate
- Communicate regularly to guarantee that our ongoing and changing needs are addressed
- Expect that our complaints are dealt with promptly and action is taken to improve future performance
- Pay in accordance with contractual terms for products and services which meet our requirements.

Signed:

*Alasdair Meldrum*

Director

Date: 27/03/2026 (Rev 3.0)



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