



How we care for our
Stakeholders

Our 2023 strategy



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OUR **COMMITMENT** STATEMENT

We will **always** act with the utmost **integrity**, **care** and **compassion** in all of our dealings with stakeholders prioritising **championing our values** across our supply chains.

OUR **KEY** STAKEHOLDERS

EMPLOYEES

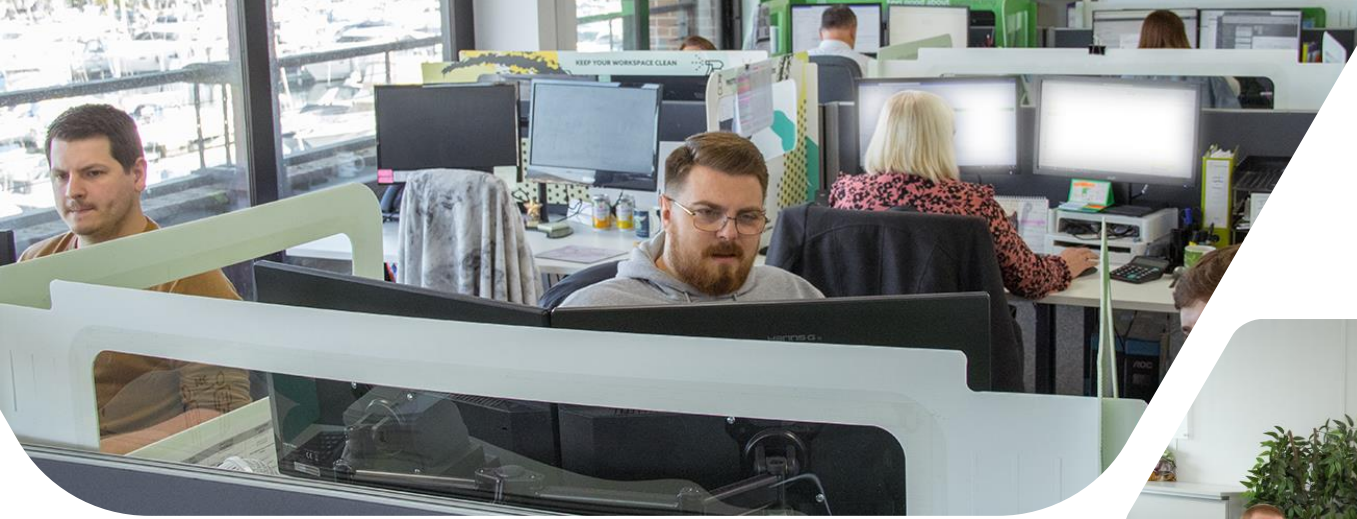
**CUSTOMERS &
CLIENTS**

**INDUSTRY
PARTNERS**

SUPPLIERS

**LOCAL
COMMUNITIES**

**CLIMATE &
ENVIRONMENT**



OUR EMPLOYEES

We work closely with our Head Officer employees and ensure that they are happy, motivated and always "doing the right thing". We invest heavily in training and development, employee welfare and engagement.

Our Health & Safety committee work closely with the Senior Leadership to support the continued focus on Health and Safety as a priority.

In 2022 the business launched an EDI Employee focus group that focuses on the wellbeing of all our employees whilst developing a truly Diverse workplace that focuses on delivering Equity for all its employees and prospective employees.

In late 2022 we established the first Women's Network who are tasked with the furthering Gender Equality across our Liquid Friday Community. The organisation in planning on expanding these focus groups further, inviting all employees to contribute further in the development of the organisation.

OUR CUSTOMERS & CLIENTS

We are obsessed with keeping our Customers & Clients happy. Liquid Friday invests in providing industry leading Account Management with a real focus on both exceptional customer service and industry leading knowledge.

We pride ourselves on our flexibility, approachability and can-do attitude. Our team of experts will bend over backwards to ensure that we deliver what is best for our customer and clients. We have built our reputation on always doing the right thing, supporting our clients and a laser focus on service.

Engagement with our customers is critical to our success, that's why we take the time to listen. In addition to our Annual Contractor surveys we send regular Satisfaction Surveys, Encourage Reviews and speak our clients to see how we can improve our service.

We will continue to provide our Clients with cutting edge learning with a regular Webinar Series, insightful blogs and handy guides.





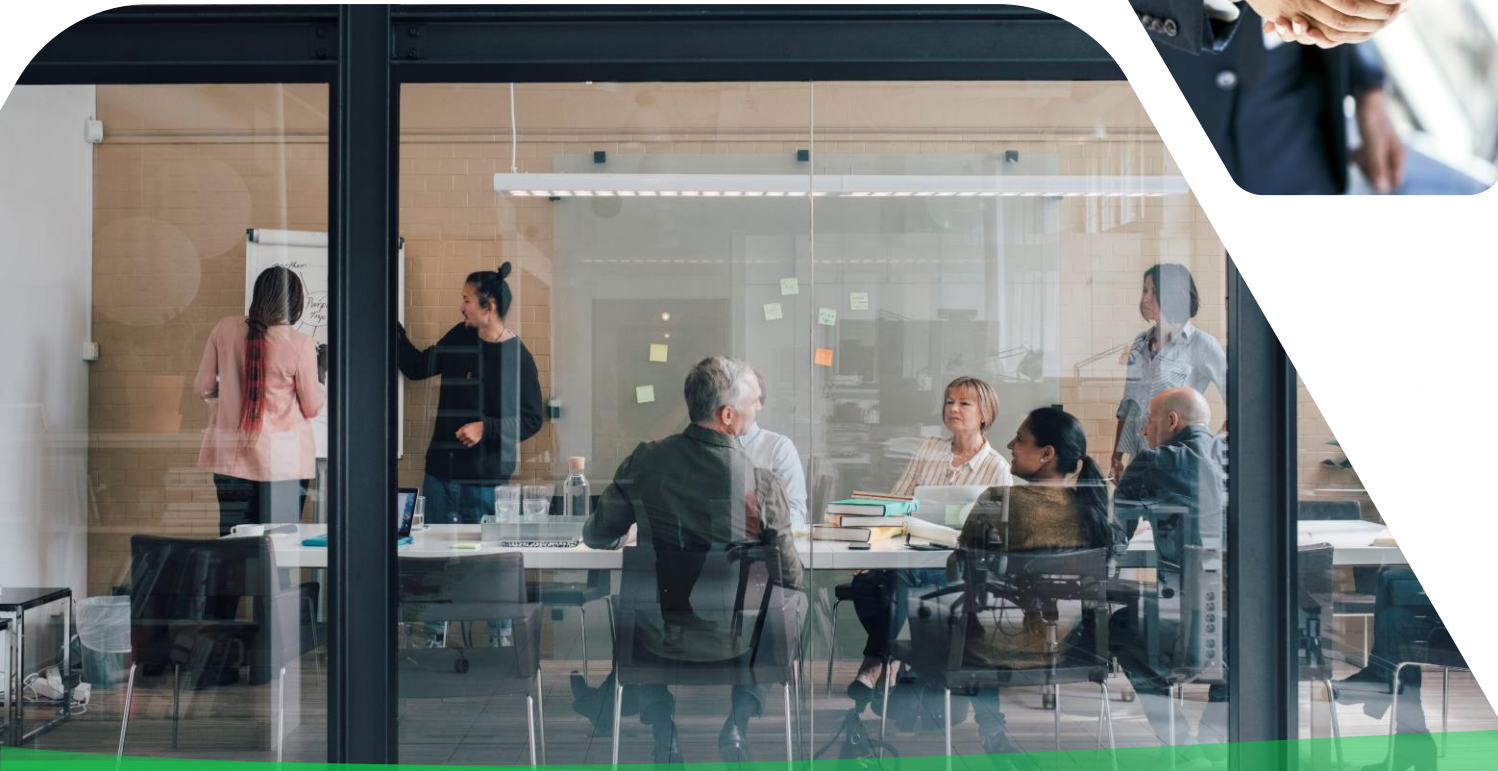
OUR INDUSTRY PARTNERS

We work closely with our Industry Partners. Much of this work is achieved through our Industry Body contacts including;

- FCSA
- REC
- TEAM

We believe that our business grows and improves when our entire industry grows. We spend substantial time and effort in improving the levels of compliance, knowledge and ethical commitment with our industry partners.

Liquid Friday is passionate in working with our industry partners, not against them. We grow if we challenge each other to improve and provide better services for our important Customers and Clients.



OUR SUPPLIERS

We value the business relationships we have with our suppliers and seek to build lasting relationships, treating them fairly and paying promptly. We want to work with suppliers that share our Values and help us deliver our Purpose, "be the home for Umbrella".

We will work closely with our suppliers to ensure that we all work to continue the best industry standards maximising quality, cost efficiency and protection for all stakeholders.

Working in an equitable and fair manner is of critical importance to our business. We expect all our suppliers to match our stringent requirements on ethical business standards, including but not limited to, a commitment to end Modern Slavery, Equal Pay and actively support Equity, Diversity and Inclusion throughout their own supply chains.

We will prioritise working with local businesses to help limit our impact on Carbon generation and attempt to better support local industry.





OUR CLIMATE & ENVIRONMENT

As a responsible business Liquid Friday does all it can to focus on the reduction of Green House Gasses and reducing our own Carbon Footprint.

The business regularly assesses its own impact in compliance with ESOS and SECR regulations, information is published when required.

The business has taken several measures over recent years to minimise its affect of Global Warming including;

- Installation of Energy Efficient LED Lighting
- Installation of Energy Efficient Air Conditioning with improved Zonal and timed controls
- Minimisation of Print and Paper Use
- Reduction in physical travel

There is an ongoing commitment within the business to continually improve and reduce our affects on the environment.

LOCAL COMMUNITIES

We are passionate and focused on how we can help others. Liquid Friday and its team members dedicate a lot of time working with local schools and youth groups.

We partner with several charities and important campaigns. Our team has asked that Liquid Friday focuses its support this year on two charities;

- Paulsgrove Food Pantry
- Portsmouth Pride

The team are passionate about support our local community and have pledged to continue to engage this important stakeholder group throughout 2023.

