

Environmental Policy

RESPONSE is a leading provider of customer experience solutions and has been operating since 1991 from our UK based sites. As an organisation with care and respect at the heart of our values, we recognise the need to understand and reduce the impact our business has on the environment. The benefits of our actions are not only confined to the environment in which we live and work, but will reduce our costs, increase efficiency and provide us with increased marketability.

Commitment and Responsibility

RESPONSE is committed to carrying out our business in an environmentally responsible manner.

Our buildings, technology systems and workforce travel all consume fossil fuels which increase overall carbon emissions. We are committed to reducing these emissions where possible, using improved technology, employee communication and education and motivating our workforce to reduce energy use individually.

We are committed to continually improving our environmental performance by managing our environmental aspects through the operation of an Environmental Management System aligned with ISO 14001:2004. We ensure that we are compliant with all environmental legislation, including any other relevant codes of practice applicable to our operations. We will prevent pollution by controlling the disposal of hazardous materials and emissions to the environment.

We will reduce the overall amount of waste being generated by our business and where possible maximise the proportion of our waste that is recycled rather than going to landfill.

We will monitor our supply chain to ensure that our suppliers meet our environmental policy requirements.

We regularly monitor our performance against defined Key Performance Indicators and targets and report progress to the business.

We provide information to employees, contractors and other stakeholders to help individuals make informed choices on environmental issues, and encourage environmentally-responsible behaviours to reduce energy consumption and waste.

We issue regular communication regarding our achievements against these objectives, and our Leadership Team will review the effectiveness of our environmental management system and look for opportunities for improvement on a regular basis.

This Environmental Policy is available to our employees, the public and any other interested party.

We would ask for the cooperation and support of staff in all areas and at all levels to help deliver this commitment. Any questions or suggestions regarding RESPONSE's environmental policy are welcome: contact gogreen@response-uk.co.uk.

Keith Geddes
Finance Director
06/10/2010

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Revision History

<i>Revision #</i>	<i>Author</i>	<i>Details</i>	<i>Signoff</i>	<i>Release Date</i>
1	Keith Geddes	New policy	Keith Geddes	6/10/09
2	Stuart Thomson/Keith Geddes	Updated to meet current objectives & ISO 14001 std	Keith Geddes	06/10/10