



## CULTURE IN SERVICE POLICY

This culture policy for **Rocky Road Resilience Ltd** applies to all stakeholders and shareholders who are served by the company. Our primary focus is on preserving the environment in which we operate and ensuring the well-being of both our employees and those we serve. We encourage you to review this policy for a more comprehensive understanding.

By cohesively working together, you are in adherence to the terms of this policy to promote a positive cultural enriched environment.

Our culture policy is designed to create a nurturing environment for our employees and those we serve. We aim to promote positive interactions and a shared commitment to sustainability and well-being. We value open communication, respect, collaboration, and innovation among all stakeholders and shareholders. Additionally, we advocate for innovation and professionalism in all interactions, we encourage neutrality and social decorum equally we do not accept behaviour unbecoming of these values.

We believe that by fostering a culture of respect, inclusion, and collaboration, we can create a positive and productive work environment where all individuals feel valued and supported. Our culture policy includes guidelines for behaviour, communication, and decision-making that align with our core values of integrity, accountability, and excellence. Moreover, we endorse ingenuity and professionalism in all professional exchanges, promote impartiality and etiquette, while rejecting any behaviour that does not align with these core values.

We prioritise the well-being of all factoring work-life balance, mental health support, and professional development. We believe that by investing in our professional environment, growth and well-being, we can create a stronger, more resilient link between stakeholders and shareholders and achieve our mission.

Overall, our culture policy serves as a roadmap for creating a positive environment as a whole and contribute to our shared success.

In conclusion, our culture policy serves as a framework for fostering a positive environment collectively and contributing to our mutual success.

### **How we serve:**

By aligning our practices with the interests of our shareholders and stakeholders, we aim to foster trust, collaboration, and long-term success for our company and the communities we serve.

### **Upholding decorum:**

The essence of decorum lies in conducting oneself in a manner that reflects good taste and propriety, characteristic of being British. This entails demonstrating traditional values, politeness, respect, and adhering to social inclusion. Upholding decorum is essential in fostering a harmonious and respectful atmosphere. We value the significance of safeguarding our reputation and earning the trust of our shareholders, stakeholders, and community. Therefore, we are committed to upholding elevated levels of decorum in all our engagements which should be reflected by those associated in or professional settings.



### **Promote reliability:**

Encourage transparent communication and accountability between shareholders, and stakeholders to build trust and foster long-term partnerships. By implement measures to ensure that the needs and expectations of shareholders and stakeholders are taken into consideration in decision-making processes. Provide regular updates and reports on the financial health and progress while maintaining transparency and building confidence in the professional environment.

Establish mechanisms for feedback and dialogue with shareholders and stakeholders to address concerns and build mutual understanding and support for cultural initiatives.

### **Mutual respect**

Rocky Road Resilience Ltd are promoting a culture of mutual respect between them and their shareholders and stakeholders, fostering open communication, transparency, and collaboration in decision-making processes. This includes actively seeking input from all and ensuring that their perspectives, concerns, and contributions are valued and taken into consideration in strategic planning and decision-making.

### **Commitment to collaborative partnerships**

To facilitate the preservation and promotion of diverse cultural practices and expression, Rocky Road Resilience Ltd foster a collaborative mutual partnerships that creates a platform for sharing resources, expertise, and opportunities to amplify cultural relationships. In the belief that working together professional cultural thrives and contributes to building inclusive and vibrant relationships.

### **Rejection**

Our top priority is our culture, we do not tolerate any behaviour that goes against our values, such as discrimination, harassment, or disrespect and general failings to deliver on reasonable terms of a relationship. Our culture promotes inclusivity, respect, and professionalism, we value traditional decorum and expect all stakeholders and shareholders associated with our company to uphold these values and professional conduct. Any behaviour not becoming of the cultural expectations laid out in this document will be promptly addressed and may result in termination of any relationship with Rocky Road Resilience Ltd. We aim to preserve our culture!

### **Failing**

Promoting a growth mindset that embraces failure as a chance for growth and development is a key component of our cultural philosophy. Mistakes are embraced as valuable learning experiences that enable individuals to evolve and thrive in the face of new obstacles. We foster a supportive atmosphere that applauds bold endeavours and backs stakeholders and shareholders in their pursuits without reservation. Whether triumph or setback, we view both outcomes as part of the same journey, celebrating a commitment to ongoing enhancement and progress. By cultivating a culture of continuous learning and improvement, we aim to stay agile in our industry, drive innovation, and ultimately attain lasting success.

### **Dedication to ongoing improvement**

We are committed to continually seeking ways to improve and enhance, with a focus on meeting and exceeding the expectations of both stakeholders and shareholders. Regular feedback and dynamic self-reflection forms the evaluation process to gauge the effectiveness of current professional working and identify areas for potential improvement. In order to foster ongoing improvement, we encourage suggestions for enhancing our services.

The culture of prioritising ongoing improvements, the company aims to create a positive and high-performing service that drives success for both the business and its stakeholders.



### **Encouragement of diversity and inclusivity**

In celebrating the richness of different cultures and heritage within society and across the globe, promoting equal opportunities and fostering a sense of belonging, mutual respect helps us embrace diversity and inclusivity.

A key aspect of our culture policy will be to support and promote social inclusion within Rocky Road Resilience, with our shareholders and stakeholders. We promote understanding, acceptance, and collaboration across different spectrum of groups.

In order to effectively implement these initiatives we have an equal opportunities policy for staff and seek to work with stakeholders by ensuring our culture policy is comprehensive, inclusive, and reflects the needs of our diverse relationships. Our culture policy is rooted in the belief that diversity is a strength that should be celebrated and embraced. By promoting inclusivity, equality, and mutual respect, we can build a society that is vibrant, cohesive, and enriched by the contributions of all its members.

### **Promoting a safe and healthy work environment**

Our cultural policy emphasises the importance of providing safe and healthy work environments for individuals and partners. This approach allows everyone to contribute their skills and creativity effectively while maintaining their well-being. We provide access to health, wellness services and mental health support and encourage stakeholders and shareholders to utilise this offering. Insurance coverage is in place for staff and shareholders and we have a specific health and safety policy which is in line with HSE expectations.

By fostering this policy and the H&S policy we can sustain and dynamically create an environment that can sustain growth in the long run.

### **Transparent and honest communication**

This means that we encourage all to openly share their thoughts, concerns, and ideas without fear of judgment or repercussions. We strive internally and through our partnerships to provide regular updates and feedback, and expect the same level of transparency from stakeholders.

Our communication philosophy is based on trust, respect, and integrity. We strongly believe that open and honest communication not only helps build a stronger professional relationship, but also ensures that everyone is on the same page and working towards common goals. By being transparent in our communication, we can address any issues or challenges that may arise in a timely and respectful manner. In order to ensure that our communication remains transparent and honest, we have implemented open-door policies, regular team meetings, and opportunities for feedback sessions. We value the input of all shareholders internally and all stakeholders and are committed to listening to and addressing any concerns that may arise. By fostering an environment of transparent and honest communication, we strive to create a positive and inclusive workplace where everyone feels valued and respected.

By fostering a positive work culture, we are able to deliver exceptional service to our clients and create a reputation for excellence in the industry.

Overall, our commitment to creating a good working culture not only benefits all, it enhances our relationships with our professional community. It is a key aspect of our company values and a foundation for our continued success.