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# Better Risk Limited

## SOCIAL RESPONSIBILITY REPORT

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Communication on Progress No.2, 2020-2021



COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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**Better Risk Limited**

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## Statement for Continued Support of the United Nations Global Compact (UNGC)

I am pleased to confirm that Better Risk Limited reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment, and Anti-Corruption. In this our second annual Communication on Progress, we describe our actions to integrate the Global Compact and its principles into our business strategy, culture, and daily operations. We are also committed to sharing this information with our stakeholders using our primary channels of communication.

Yours sincerely,



Richard Battrick, Managing Director  
Better Risk Limited, United Kingdom, COP for 2020-2021



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# Chapter 1 – Highlights of 2020-2021

## **June 2020**

UKAS accredited Audit activities for organisations engaged in technology, artificial intelligence, Data Centres (DC), and digital print, for ISO9001:2015 (quality management), ISO14001:2015 (environmental management), ISO27001:2013 (information security management), and ISO22301:2012 (security and resilience – business continuity).

Coordination and preparation of UKAS Witness Assessment and International Agency Assessment (various).

Awareness training in ISO17021:2015 (requirements for certification bodies), including behavioural analytics.

## **July 2020**

Internal Audit, quality assurance, and Consultative support for organisations engaged in construction, underwater weapon systems, social housing, communications and intelligence, quarry blasting and the explosives industry, drilling and blasting, including Building Information Modelling (BIM) with regional activities in UK and Oman. Certification works also completed on behalf of UKAS accredited certification body, for ISO9001:2015, ISO27001:2013, and ISO22301:2012.

Expert witness support for the offshore energy sector, dealing with the management of explosive remnants of war and associated survey operations.

Awareness training in ISO17025:2017 (general requirements for the competence of testing and calibration laboratories).

## **August 2020**

Internal Audit, quality assurance, and Consultative support for defence and security, renewable energy assurance for compliance with consumer codes and certification schemes, maritime operational analysis support, diamond drilling and sawing, warehouse management and associated warehouse management system application Software as a service (SaaS), plus the manufacture of special needs seats, harnesses, and buggies, for ISO9001:2015, ISO14001:2015, and ISO27001:2013.

EU Directive 2013/29/EU for Pyrotechnic Articles and Directive 2014/28/EU Explosives for Civil Uses for conformity assessment and conformity assessment guidance.

Awareness training in ISO17020:2012 (requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities).

## **September 2020**

Internal Audit, quality assurance, and Consultative support for modular constructs in Ministry of Defence (MoD) and NHS estates, call centre software development kit Software as a service (SaaS) review, water and

steam systems, process and waste operations, and secure integrated communication solutions, for ISO9001:2015, ISO14001:2015, ISO22301:2012, and ISO27001:2013.

EU Directive 2013/29/EU for Pyrotechnic Articles and Directive 2014/28/EU Explosives for Civil Uses for continuation of conformity assessment and conformity assessment guidance.

Company overview and underwater explosive management presentation to the Society of Environmental Engineers (SOE) on behalf of the SOE Environmental Professional Sector Council. See: [Membership, Registration, Knowledge Underwater explosive quality management \(soe.org.uk\)](#).

#### **October 2020**

Land equipment trials and technical support with Azur Innovation Limited and Bowman Process Technology Limited, for the Defence Science and Technology Laboratory (DSTL), on behalf of the UK MoD.

#### **November 2020**

Internal Audit, quality assurance, and Consultative support for HMRC bonded warehousing, distribution and handling, data security and management framework support services, health and care organisation quality assurance of analytics and data insights, plus print and mail services conformity assessments, for ISO9001:2015, ISO22301:2012, and ISO27001:2013.

Conformity assessment of a UKAS accredited certification body agency in China, in line with ISO17021-1:2015, Conformity assessment requirements.

Awareness training in ISO17065:2012 (Conformity assessment requirements for bodies certifying products, processes and services).

#### **December 2020**

Internal Audit, quality assurance, and Consultative support for warehouse management services, construction and modular design, creative digital services, mobile workforce communications, plus quarry blasting and explosives, for ISO9001:2015, ISO14001:2015, ISO45001:2018, ISO22301:2012, and ISO27001:2013.

Expert witness support for the offshore energy sector, dealing with the management of explosive remnants of war and associated survey operations.

ISO27001:2013 Gap Analysis and reporting for an organisation engaged in deploying secure and scalable next generation ICT Managed Services.

#### **January 2021**

Internal Audit, quality assurance, and Consultative support for quarry blasting and the explosives industry, hardware maintenance on IBM systems and technology, and the manufacture of carbon fibre products for constructing high pressure Hydrogen storage cylinders, for ISO9001:2015, ISO14001:2015, ISO22301:2012 and ISO27001:2013.

UKAS Witness Assessment of a weapons proofing establishment.

**February 2021**

Internal Audit, quality assurance, and Consultative support for pathology and haematological malignancy reporting, underwater weapon systems, automated runbook Software as a Service (SaaS) for programme delivery and project mapping, scalable next generation ICT Managed Services, and manufacturing and distribution of conveyor components and spares, for ISO9001:2015, ISO14001:2015, ISO22301:2012, and ISO27001:2013.

**March 2021**

Internal Audit, quality assurance, and Consultative support for scalable next generation ICT Managed Services, customised solid-state batteries in support of electric vehicles and medical technology, telecom services and fibre-networks, shelving and storage products, and franking machine supplier quality assurance review, for ISO9001:2015, ISO14001:2015, and ISO27001:2013.

Expert witness support for the offshore energy sector, dealing with the management of explosive remnants of war and associated survey operations.

Conformity assessment of a UKAS accredited certification body agency in China, in line with ISO17021-1:2015, Conformity assessment requirements.

Attendance of the BSI Group introduction session to the BSI Kitemark Certified Refurbisher as a BSI Associate Consultant.

**April 2021**

Internal Audit, quality assurance, and Consultative support for voice and data solutions, IT managed services, pathology and haematological malignancy reporting, underwater weapon systems, HMRC bonded warehousing, distribution and handling, and data security and management framework support services, for ISO9001:2015, ISO14001:2015, ISO22301:2012, and ISO27001:2013.

Workshop delivery for the EU Directive 2014/28/EU Explosives for Civil Uses for conformity assessment and conformity assessment guidance, conducted remotely for a national accreditation service.

**May 2021**

Internal Audit, quality assurance, and Consultative support for franking machine supplier quality assurance review, pipework prefabrication specialist, voice and data solutions plus IT managed services, protein snacks and supplement distribution operations, modular constructs in Ministry of Defence (MoD) and NHS estates, and commercial interior fit-out services, for ISO9001:2015, ISO14001:2015, ISO45001:2018, ISO22301:2012, and ISO27001:2013.

ISO27001:2013 Gap Analysis and reporting for a global provider of security, stability and rule of law solutions to address national and international challenges for governments and corporations.



10th Annual Meeting of the National Oceanographic Centre (NOC) Association of Marine Science National Capability Beneficiaries.

### June 2021

Internal Audit, quality assurance, and Consultative support for underwater weapon systems, HMRC bonded warehousing, distribution and handling, compliance with consumer codes and certification schemes, Data Centres (DC), and manufacturing and distribution of conveyor components and spares, for ISO9001:2015, ISO14001:2015, ISO22301:2012, and ISO27001:2013.

ISO27001:2013 Gap Analysis and reporting for an organisation delivering forensic science, police, security, and justice services.

ISO27001:2013 Gap Analysis and reporting for an organisation delivering capability management, requirements and system engineering for the defence community, promoting ISO44001:2017 Collaborative Business Relationship Management best-practice.



Picture 1.0: Armoured Personnel Carrier – DSTL equipment trials

## Chapter 2 – About Better Risk Limited

Better Risk Limited conducts independent high-quality audits and reporting for public-private organisations with focus on business processes and sustainable risk management.

The company has conducted quality assurance and business review for high profile agencies, across commercial, defence, and security sectors, promoting understanding of risk safety management frameworks, approved codes of practice and safe systems of work for practical implementation.

Better Risk Limited also has experience delivering humanitarian assistance, having supported international peacekeeping operations and results-based activities, including the development of international standards, disarmament activities, project life-cycle management, and mine action activities.

The company is now based at the new Head Office at Northgate, Chichester, in the United Kingdom.



Picture 2.0: Better Risk's new Head Office at Metro House, Chichester, United Kingdom.

We help clients deliver projects through design and implementation by promoting business assurance and providing honest leadership with practical, sustainable results.

Our people:

- understand the interface between public-private contracting;
- have worked in first class organizations and embrace the concept of Value for Money;
- are security and defence experts, with security, resilience, and risk know-how.



## Better Risk Value Statement

Our guiding values include honesty, integrity, and respect, which support our core strategic mission statement: *“to be a recognised brand in risk management and the company of choice for quality assurance and resilience activities”*, designed to build trust between clients, support communities, and our people's wellbeing, whilst coordinating project managed deliverables, business continuity, and assurance activities.

## Guiding Values

Our guiding values support our core strategic mission statement:

- **Honesty:** first-class delivery of independent services which promotes mutual trust between the customer and Better Risk, enabling clients to realise business milestones.
- **Integrity:** effectively manage environmental risk and support change management for clients operating in challenging circumstances.
- **Respect:** our people, clients, suppliers, and partners will continuously strive to deliver safe and effective services that are on time, within budget, and of a consistently high quality.

## Accreditation

Better Risk Limited is a preferred supplier of training to the UK MoD Career Transition Partnership (CTP) and has been approved by the Joint Supply Chain Accreditation Register (JOSCAR). JOSCAR approval comprises of company capability review, overall accreditation, information security probity, corporate social responsibility, financial history, and ethical business practices.

At Better Risk we are also registered with the Research Cloud (R-Cloud) Framework. The R-Cloud Framework is the Defence Science and Technology Laboratory's (Dstl) marketplace for science and technology research, providing ready access to the latest research opportunities across the Ministry of Defence.



## Better QMS

Better Risk Limited trades as “Better QMS” for ISO Consultancy and support of certification activities. Better QMS offers expertise and support to clients planning to achieve UKAS accredited ISO certification in a wide range of international standards, including, but not limited to:

**ISO9001:2015** - Quality Management Systems.

**ISO14001:2015** - Environmental Management Systems.

**ISO27001:2017** - Information Security Management Systems.

**ISO22301:2019** - Business Continuity Management Systems.

**ISO45001:2018** - Occupational Health and Safety Management Systems.

One of the ways we offer support to clients is with the provision of a secure online integrated management system, maintained by us on behalf of the client. Multiple standards can be used to either integrate or combine ISO standards, including relevant industry sector standards or approved codes of practice. Our online system may also include non-conformance reporting, document control, training and awareness, with particular focus on operations and performance evaluation.

Other standards that can be supported include:

**ISO17020** - Requirements for the operation of bodies performing inspection.

**ISO17021** - Requirements for bodies providing audit and certification of management systems.

**ISO17025** - Testing and calibration.

**ISO17065** - Requirements for bodies certifying products, processes, and services.

**ISO27017** - Code of Practice for information security controls based on ISO 27002 for cloud services.

**ISO27018** - Code of Practice for protection of PII in public clouds.

**ISO27701** – Security techniques for privacy information management.

**ISO 50001** - Energy Management.

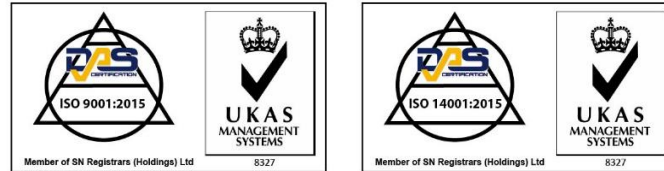
**ISO 37001** - Anti-Bribery Management.

**BS 5607** - Explosives in the Construction Industry and Underwater.



## Chapter 3 – Association and Governance

**Quality, Health, Safety and Environment.** Bettter Risk Limited maintains an integrated ISO9001:2015 and ISO14001:2015 Management System.



**Information Security.** Our company is UK Government Cyber Essentials compliant which supports our maturing business processes around Information Security and allows us to have better controls in place to defend against emerging threats. Maintaining Cyber Security for Better Risk is a business imperative, and our organization is responding to the Cyber threat.

**HSE Policy.** The Senior Management is committed to providing a safe place of work for all personnel and contractors, within all its business activities through the implementation of standards and controls that continuously improve the application and performance of the Safety Management System.

To achieve this objective, we set ourselves targets aimed at fulfilling a set of broad objectives and values, which represent our societal obligations:

- We are committed to meeting and bettering statutory and other requirements by the application of best practice.
- We will communicate openly with employees, contractors, clients and legislative enforcement authorities on matters relating to occupational health and safety.
- We believe in the provision of information for safe and efficient operations, and to empower and educate our workforce.

### Equality and Diversity

Better Risk Limited promotes Equality and Diversity. Our Equality and Diversity policy applies to the whole of the organisation. The policy provides definition and examples of Equality and Diversity, including how this applies to us as a training centre and learning provider. Our processes and training standards required for Equality and Diversity are compliant with the Equality Act 2010.



## Membership status

**Hampshire Chamber of Commerce.** Hampshire Chamber of Commerce, the County's largest independent not-for-profit business support and networking organisation, engages the voice, expertise and experience of thousands of businesses across the County, influencing decision-making and shaping practical solutions.

**Chichester Chamber of Commerce & Industry.** Chichester Chamber of Commerce & Industry is a networking organisation which supports businesses and industries of Chichester. It promotes support of social and economic improvement and focuses on business interests affecting the city and its district.

**EU Excert (Certifying Expertise in the Explosives Sector).** We are a company member of EUExcert, which aims to establish a foundation and vocational framework for the education of personnel operating in the European explosives sector.

**Armed Forces Covenant.** The Armed Forces Covenant is a promise from the nation that those who serve or have served in the armed forces, and their families, are treated fairly. Better Risk Limited became a signatory to the Employee Recognition Scheme in 2016.



## Industry Board Participation

Better Risk Limited has also supported the coordination and implementation of strategy as a member of the Marine Industries Group (MIG), a working collaborative network which provides advice to the Marine Science Co-ordination Committee (MSCC) on matters relating to the marine industry sector, including fisheries, renewables, oil and gas, and shipping.

The Marine Science Co-ordination Committee (MSCC) is a cross-government committee which aims to coordinate scientific knowledge, resources, and communications to support marine policy decisions. The MIG helps the MSCC identify opportunities for the alignment and development of UK marine science to inform policy decisions and forward implementation of the UK Marine Science Strategy.

## Chapter 4 - Human Rights Principles

### **Assessment, Policy, and Goals**

Better Risk Limited's goal is to ensure all our employees and business partners respect the Universal Declaration of Human Rights. Based on our commitment we have set up a code of conduct, published on our website, to make our position clear for all our suppliers, employees and partners. Our Code of Conduct complies with the ISO26000 standard and other international conventions.

### **Implementation**

Better Risk Limited has taken the following measures to prevent human rights violations in its work locations:

- A complaints procedure for employees to submit their complaints and/or issues with regards to unfair treatment has been established. These complaints are revised by top management and discussed immediately.
- We promote awareness of the International Code of Conduct (ICOC) for Private Security Service Providers. Company Contractors and Consultants will uphold the Company's Code of Conduct in respect of fundamental human rights, social justice and human dignity, and respect for the equal rights of men and women.
- We also promote awareness of mines and explosive remnants of war that can impact political, economic, social, civil, and cultural rights, including the right to life and to personal integrity, freedom of movement, the right to food, the right to an adequate standard of living, the right to health care, and the right to education.

### **Measurement of Outcomes**

Better Risk Limited will audit and evaluate all partners and suppliers against a set of defined principles, policies, and guidelines through our International Human Rights Impact and Risk Assessment.

Any contravention of human rights will be documented, and the responsible partner will be placed on probation and given a timeframe to address and resolve the issue. Continued non-compliance will result in the partner relationship being terminated. Senior management will audit suppliers annually without any warning to ensure that they are working within the defined guidelines of human rights.



## Chapter 5 – Labour Principles

### Assessment, Policy, and Goals

Our company policies and professional service agreements state the right for collective bargaining. Our policies cover employee rights, compensation, and responsibilities. We assess labour related risks. We have a dedicated resource that monitors and mandates environmental and safety risks. We have incorporated the principles of the UN Global Compact, and continue to refine our policies as needed.

### Implementation

We have committed to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans, and military families contribute to our business and our country. All employees are now entitled to a company pension scheme, and personal accident insurance is set-up for specific activities. All employees are encouraged to practice exercise and receive a payment contribution towards gym and sports services they use.

### Measurement of Outcomes

- We have a 100 % compliance on approved working contracts.
- We have a decrease in working related injuries by 80% 2016 on 2017.
- We have been awarded bronze status by the Armed Forces Covenant employer recognition scheme, in recognition of our employer commitment.



Picture 3.0: Humanitarian assistance service delivery

## Chapter 6 – Environmental Principles

### Assessment, Policy, and Goals

Being mostly office based, the company's direct environmental impact is relatively small. The environmental impact of our Consultancy service delivery is instead mostly indirect, occurring via clients and suppliers. We are a proactive Consultancy in the security, defence, and ordnance management sectors, which enables us to influence risk and quality management principles when dealing with residual environmental contamination issues with our stakeholders.

### Implementation

We have been ISO14001:2015 certified for office-based activities for over 8-years, which underpins our risk-based thinking and raises awareness of customer environmental needs and expectations. We remain pre-qualified with the Geneva International Centre for Humanitarian Demining (GICHD), able to share expertise of risk and quality management best-practice in dealing with explosive residual contamination, thereby helping reduce environmental contamination issues and return land to the national beneficiaries.

### Measurement of Outcomes

Maintenance of ISO14001:2015 certification and specified objectives, certified with the UKAS registered DAS Certification Limited.



Picture 4.0: Environmental service delivery

## Chapter 7 – Anti-Corruption Principles

### Assessment, Policy and Goals

Better Risk Limited as has a zero-tolerance policy for corruption, bribery, and extortion. The company policy is as follows: *“It is the policy of Better Risk Limited to pursue all of its business transactions in an honest and ethical manner. In doing business anywhere in the world, neither our company nor any person associated with the company may offer, pay, promise, authorize or receive any bribe, kickback or other illicit payment. We aim to continue to provide education for all level of employees up to management about corruption, as well as what to do if one should encounter it.”*

### Implementation

Internally, we maintain a check and balance system over transactions. The records are maintained through the company SAGE accounting system and our corporate services include dedicated modular training delivery in Anti-Bribery Management System (ABMS) requirements, raising awareness of ISO37001:2016 and BS10500.

### Measurement of Outcomes

Better Risk Limited has not been involved in any legal cases, rulings, or other events related to corruption and bribery. Company accounts are compiled using Bolden & Long accountants, who prepare documentation for online submission with the UK Government.



Picture 5.0: Defence and security service delivery

## Chapter 8 – The Ten Principles of the UNGC

### Human Rights

**Principle 1:** businesses should support and respect the protection of internationally proclaimed human rights.

**Principle 2:** businesses should make sure that they are not complicit in human rights abuses.

### Labour

**Principle 3:** businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** the elimination of all forms of forced and compulsory labour.

**Principle 5:** the effective abolition of child labour.

**Principle 6:** the elimination of discrimination in respect of employment and occupation.

### Environment

**Principle 7:** businesses should support a precautionary approach to environmental challenges.

**Principle 8:** undertake initiatives to promote greater environmental responsibility.

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

### Anti-corruption

**Principle 10:** businesses should work against corruption in all its forms, including extortion and bribery.



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Information contained in the company's profile is drawn from the company website and brochures.

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