

Rider Levett Bucknall is an owner managed business. We recognise our duties and responsibilities to stakeholders and the wider community. Our behaviours and conduct towards these groups is fundamental to our vision of creating a sustainable business.

Our approach to CSR is set out below:

EMPLOYEES

We operate a flat structure with a small Statutory Board made up of 7 directors. There is a National Management Board made up of representatives from across the company service streams and sector groups. Responsibility for P&L's is devolved to the Managing Partners and their office management teams in the regional offices.

We have a formal policy relating to work/life balance:

We have incorporated our formal policy on work life balance into various other formal policies as appropriate, e.g. our Flexible Working Policy, to ensure all line managers are aware of the need to respect and sanction flexibility in the working lives of all their employees, not just those with responsibilities under the terms of the legislation.

In addition to this we have also introduced other formal policies to encourage work life balance e.g. our Flexible Holiday Policy, where employees can opt to buy or sell one week to fit in with their personal requirements, our enhanced Maternity and Paternity Policies to allow our employees more financial support to take time with their families. In addition we have introduced an Employee Assistance Programme to try to assist employees in finding effective ways to handle their work life balance and to minimise any stresses at home or at work.

We regularly carry out employee satisfaction surveys. The last one was carried out less than 12 months ago.

- We achieved full IIP accreditation status in July 2006 at our first attempt. We are to be used by IIP as a best practice case study.

Our company values and how they were created:

We take a balanced approach to our responsibilities to our various stakeholder groups. This is enshrined in our stakeholder values which are prominently displayed in all of our office receptions.

Staff - to invest in our people and to value their contribution

Customers – to challenge the norm, seek fresh ideas and deliver excellence

Suppliers - to act with integrity, honesty and fairness in all our relationships

Financial - to be owned by our people, to be financially robust and to deliver agreed financial plans

Environment – to recognise sustainability issues

Community - to be aware of our social responsibilities and to make our contribution to the community

Customers – to challenge the norm, seek fresh ideas and deliver excellence

Industry - to be a beacon of best practice and lead and shape in everything we do

These values were created in consultation across the company via the Strategy Forum, which was set up following the start up of Rider Levett Bucknall in February 2003. Each of the areas is further being developed to drill down into the behaviours associated with the values. For example, with regard staff satisfaction surveys, we introduced a variation on the standard surveys and have used this i.e. our Employee Engagement Business Improvement Workshop rollout across the company to include consultation on the Values and to agree certain teamwork principles and behaviours to support the people values outlined and further to this have rolled out appropriate development initiatives to support and help embed these.

The overall values of the company are now included in behavioural terms in the criteria used to assess all employees in the appraisal and development review process. All employees are scored against these and development initiatives and salary reviews are assessed and agreed against these.

OUR CULTURE:

Open, Honest, Respectful, Professional, Challenging, Fair, Customer focused, Fun! We have recently launched a new Corporate website and company literature branded "State of Mind", which is the end result of external consultancy and internal company consultation

COMMUNITIES

We have a formal policy on charitable giving – approximately 5% of gross annual turnover goes to charity.

As part of our Charities and Community Policy, Rider Levett Bucknall is committed to playing an active role in supporting charitable and other community activities. All such initiatives are co-ordinated through the Rider Levett Bucknall Serious Partners in Community and Education (S.P.I.C.E.) programme. This programme encourages employees to become involved in events and activities and to provide assistance and support in kind. All events and activities are chaired by the Charities and Community Policy Co-ordinator.

Rider Levett Bucknall receives many approaches each year and whilst all are good causes, we are unable to support every one. The Charity and Communities Committee, chaired by the Co-ordinator, reviews on an annual basis all requests for support and decides which appeals we will support in the following year. The company policy is to make an impact in this way rather than making direct cash contributions to appeals.

This year we are supporting a number of community initiatives as outlined below.

We are supporting Land-Aid, which is a property industry charity which works to alleviate homelessness. Rider Levett Bucknall is a sponsor of the Land Aid Charity which as a Charitable Trust, makes grants to support a variety of projects usually connected with homelessness. Since 1985, Land Aid has given over £1.3 million to specialist agencies working with the homeless and other related causes.

There is a strong regional emphasis to the firm's community involvement which is driven by its desire to get "up close and personal" with programmes in its regional operating areas. Such programmes include structured programmes with schools in action areas where employees are involved in a range of activities from one to one mentoring through to development of employability skills. The firm actively encourages work experience and part time placements from its partner schools. For example, Manchester office is involved with Salford Business Education Partnership, employees give their time to get involved in different activities with local school children.

Birmingham office are involved with Prohelp, a business network which gives professional expertise to communities. They became involved with a community centre in Acocks Green used by a local scout group which was in desperate need of refurbishment. As well as giving their professional time, a number of employees also gave up their weekend to lend a hand with a paint brush and garden tools

Work experience – we offer work experience placements to up to 10 young people from local schools each year, to support them in gaining an understanding of the construction industry.

The firm regularly undertakes pro bono work to kick start social and arts projects. It is also currently involved in projects associated with the Caribbean Typhoon and Asian Tsunami Disasters. We recognise that such disasters impact widely on our communities in Britain.

In addition to the above various offices carry out one-off fund raising events. Recent events include a team of 6 employees competing in the 3 Peaks Challenge, a nationally coordinated response to

the 2005 "Children in Need" appeal and the firm acting as organiser for the 2006 "Access The World" charity ball. This will help raise funds for the Pell Hall School for children with disability.

Access the World has selected Penn Hall School in Wolverhampton in support of the development of new Life Skills Centres. Maintained by the Local Education Authority the school is proud of the year on year successes achieved as it works to meet the needs of young people aged three to nineteen years who have physical disability. Many students have complex and multiple disabilities including communication and sensory impairment. Many have degenerative conditions or are dealing with limitations associated with life threatening conditions/head injury. The challenges they face are huge. Students attend the school from Wolverhampton, Dudley, Walsall, Sandwell, Birmingham, Staffordshire, Shropshire and Worcestershire.

Payroll giving is encouraged across the company to charities of employees' choice – all employees can set up their charitable donations via payroll link to the Charities Aid Foundation.

We take a serious approach to their role in the community and as outlined and evidenced in all the initiatives above, we are heavily involved with our local communities. Our Board supports numerous CSR initiatives and we are actively pursuing environmentally sustainable policies.

Our Chairman, David Bucknall, is chairman of the Birmingham Foundation, a charity that has been established to give long term, sustainable support to community development, which Rider Levett Bucknall supports, both financially and in gifting time and facilities. Corporate Social Responsibility has been an item on the Board Agenda since the company was formed, and it was a direct result of this that the Young Board embarked on their CSR project.

ENVIRONMENT

Maintenance of the Environmental is an important aspect of sustainable business development. Many steps, small and large are needed for such stewardship. Rider Levett Bucknall understands that this begins with recognition of the need for high standards of environment and resource management.

The underlying goal in our various efforts is to support responsible environmental and resource management in balance with sustainable business development. We see this as part of our ongoing endeavours towards protecting and enhancing the natural environment.

There is Main Board commitment to achieving ISO14001 accreditation by 2008