

ETHICAL POLICY (CSR)

We are committed to:

- Upholding our values, including integrity, transparency, inclusiveness and responsibility, underpinning our business.
- Encouraging all our employees so they conduct their business to the standards set out, and the policy policies we have in place, which provide guidance on the ethical standards by which we operate are adhered to.
- Treating our customers exactly as we would like to be treated, in a friendly and timely manner, and our customer support will reflect this at all times.

We are proud of the quality of our work; we strive for excellence in everything we do.

We set out here the principles which underlie all that we do and the key commitments that we make to our customers.

Purpose and Values of the Business

Our purpose, like that of any business, is to make a financial gain. We do believe however, that in fulfilling this, we need to maintain awareness of the social and environmental implications of the work we do.

Therefore, with a social agenda firmly at the heart of our business, our central commitment is to continue to offer services with a realistic pricing structure to ensure it is within the budget. We will always explicitly balance this objective against competing financial imperatives.

Customer Relations

We are committed to:

- Creating, developing and sustaining strong and long-lasting relationships with our customers.
- Seeking a thorough understanding of our customers' priorities, needs and working environments.
- Providing continuing high-quality services.
- Ensuring our pricing structure is transparent, that there are no additional costs hidden in small print.

Suppliers

We are committed to:

- Creating, developing and sustaining strong and long-lasting relationships with our suppliers.
- Engaging with suppliers who can promote supply chain efficiency.
- Working only with those suppliers whose principles, policies and practices are compatible with our own.
- Ensuring our bills are settled promptly.
- Ensuring co-operation is given to achieve quality and efficiency.
- Ensure that no bribery or excessive hospitality accepted or given.

Environment

Our environment is important to us and our future generations and we and our employees have a role to play in care of the environment. We, as a company, will take positive action to protect the environment.

In implementing our policy we will seek to ensure:

- That where possible, we source our supplies from like-minded environmentally friendly companies.



Our communications are being conducted electronically and that we only print when really necessary and that we use a high quality printing level and coatings and double-sided.
Whenever possible we will opt for items such as paper and plastics.
We use rechargeable batteries and low energy light bulbs.
All our electronic equipment is switched off when not in use, and not left in 'stand-by' mode.

We will continue to monitor our environmental performance and seek continually to make improvements where possible.

Employees

Everyone working for our Company will receive a copy, either electronically or on paper, of our Code of Conduct and Ethical Policy. It will be part of a new employee's information package and it will be available on our corporate website and intranet.

We take a view that if we look after its staff, then the staff will look after the customers. In order to enhance the motivation and self-esteem of employees, we will provide effective management and guidance, maintain necessary workplace discipline and foster a vital workplace climate.

We will undertake an annual social and environmental audit and report.

We will secure awards for our work which recognise our ethical approach. We will ensure best practice in equal opportunities and accessibility issues.

Signed:

A handwritten signature in black ink, appearing to read 'Ed McEldu'.

Date: 03/09/2019