

## Social and Corporate Responsibility Policy

### Customers

We aim to be a good supplier by:

- Providing a high-quality service that is of long-term benefit.
- Providing a totally competitive product in terms of price and scalability.
- Developing and maintaining excellent relations with our customers, dealing with them directly and responsively, and providing the highest levels of customer service.

### Employees

We aim to be a good employer. Our objectives for achieving this are to:

- Operate clear and fair terms of employment and remuneration policies.
- Avoid discrimination in our recruitment, staff training, development, and promotion policies.
- Nurture the enthusiasm and commitment of staff, encouraging all employees to have a say in how we operate.
- Enhance the performance of management and staff through ongoing training, skills and knowledge development.

### Suppliers

We aim to build excellent long-term relationships with our suppliers by being a responsible purchaser of goods and services:

- Wherever possible, to procure from within our own customer base, as long as customers are competitive on price and quality.
- Make payments to others for goods and services received within 30 days of the date of invoice.
- Engage with our principal suppliers on their own commitment to environmental and social responsibility, seeking wherever appropriate to influence them to adopt our approach.

### Marketplace

We aim to operate as a good corporate citizen by:

- Adhering to a strict policy on bribery and corruption.
- Ensuring that all advertising and marketing materials are truthful and not misleading.
- Promoting competitive behaviour that is socially and environmentally beneficial.

## **Environment**

We aim to reduce any direct adverse environmental impacts, wherever we have managerial control, and to influence others to reduce those that are indirect. As a minimum standard, we will fully comply with all relevant legislation and, wherever possible, look for opportunities to make a positive contribution to the environments in which we operate.

We aim to achieve continuous improvement in our environmental performance over time. Our environmental objectives cover the following core activities:

- Recycling of paper, packaging and consumables.
- Donation of replaced computer hardware to local worthy causes.

More specifically, we seek to:

- Communicate with our existing contractors and suppliers on environmental matters, ensuring that they are aware of our level of commitment.
- Communicate with our customers and encourage them to address the environmental impacts of their own business processes.