

Safecall Ltd.

Statement of Values & Codes of Conduct.

Core Business Values

Our values are based upon remaining the best provider of confidential reporting services for our clients, providing a secure and rewarding environment for our employees and to provide a long term future for our company through competitive pricing and sustainable growth.

We consider that the following requirements are non negotiable by either ourselves as a company or our directors and employees:

1. The service will be supplied in a responsible manner with consideration to our clients, our staff and the wider environment.
2. The service will be supplied with integrity to our clients and in relation to our staff with any mistakes being readily acknowledged.
3. The service will be conducted with honesty in order that what we do and how we do it is transparent to both our clients and our own staff.
4. We will demonstrate respect to our clients and their staff, all who we come into contact with during the operation of our business and our own staff particularly in terms of equality, diversity and fairness.
5. We will demonstrate that trust can be squarely placed upon ourselves by our clients, by government and by the wider community in which we operate as well as our staff.

The Way We Do Things

Our staff –

- Aim for the highest standards by providing a helpful, friendly, professional and efficient service to **all** clients and business contacts
- Are aware of our core values and always aspire to either match or improve upon them
- Treat all callers with dignity, equality and respect
- Challenge the status quo and take an active role in developing our service and business
- Help build strong relationships with our clients and their staff
- Are reviewed periodically and in terms of their individual performance and are rewarded accordingly
- Are provided with annual fixed training and any additional training required to sustain and improve performance

Relations With Clients and Their Staff –

Our Company –

- Applies the highest ethical and legal standards to the conduct and operation of our business
- Believes that integrity in dealing with customers is essential for customer satisfaction and therefore business sustainability
- Believes that maintaining the highest levels of confidentiality and security to be essential for the maintenance of client confidence and therefore business sustainability
- Maintains a high level of customer support and after sales service by providing advice, management information and staff surveys
- Seeks to keep abreast of issues relating to our service in order that clients are kept informed of any new developments in areas of common interest
- Does not offer or provide financial inducements to current or prospective clients or their employees in order to secure or sustain contracts

Relations with employees

Our company –

- Seeks to create a culture in which individuals are developed and fulfilled and are able to speak out if things are wrong
- Recruits and promotes employees on their suitability for the job without discrimination in terms of race, religion, national origin, colour, gender, age, sexual orientation, marital status or disability unrelated to the needs of the job.
- Supports and monitors its Diversity in the Workplace policy
- Ensures our employees understands and supports the aims, activities and ethics of the company
- Explains the purpose of their role and encourages their development of it
- Encourages the contributions employees can make and provides an open environment to encourage this
- Ensures that the employee benefit package is competitive and sustainable by business performance
- Encourages and assists employees to develop relevant and new skills
- Aims to provide secure jobs and a transparent secure working environment free from harassment and other contra conditions
- Provides a clean healthy working environment with proper cognisance paid to health and safety issues
- Requires employees to be contractually bound to support client security and confidentiality
- Have both formal and informal procedures in place to deal with any employees grievances.

Relations with the Community

Our company –

- Seeks to be a good member of the local business community by fostering good relations and where possible, procuring locally
- Ensures prompt payment of all invoices issued from our suppliers/contractors
- Ensures that all information concerning a supplier is kept confidential
- Undertakes to develop relationships with suppliers based on trust
- Supports local and national efforts in the recognition of ecological and environmentally sensitive business conduct
- Partakes fully in relation to charitable causes both in terms of financial support and involvement.

Relations with Competitors

Our company-

- Competes robustly but always honestly
- Will not attempt to damage the reputation of competitors either directly or by innuendo or implication
- Will not acquire information about competitors by disreputable means

Compliance and Regulation

Our company –

- Complies with the Data Protection Act and is registered with the Information Commissioner
- Complies fully with the best accounting practices
- Never knowingly evades tax obligations
- Records and reports all transactions
- Complies with all legislation relating to copyright and intellectual property requirements both in relation to software and other formats

Reporting of Concerns (Whistleblowing)

Our company -

- Has very short lines of communication
- Creates an environment where all staff may voice concerns
- Seeks to encourage all staff to report any concerns to the Managing Director or to any director they feel comfortable with