

ENLITEN IT LTD CORPORATE & SOCIAL RESPONSIBILITY POLICY

STATEMENT OF POLICY AND PRINCIPLES

We recognise that our success depends upon more than being a specialist IT training business, offering an efficient and effective service to our clients. We know that how we work, and operate, can have an impact on our community, and the wider environment. And we need to balance our business values with this to meet the expectations of our customers, employees, suppliers.

The Management collectively promotes the implementation of this policy and all employees share responsibility for our performance in implementing it.

OUR COMMITMENTS

We recognise the importance of protecting the environment. We actively promote, re-evaluate and continually improve our environmental policy. We recognise that our business activities inevitably have a direct impact on our clients, suppliers, and also on our communities. We also realise our business activities have negative impacts on the environment e.g. the carbon footprint of vehicles, office energy use, waste generation etc.

Please refer to our [Environmental Policy](#) documentation for further details.

We are fully committed to reducing these impacts, and continually aim to improve our performance.

- Clients are at very heart of all that we do and we are fully committed to providing the highest standards of client service and advice.
- We have a responsible and ethical purchasing policy
- We seek and respond to the opinions and wishes of our customers both internal and external
- We are open and honest all our dealing with customers, suppliers and staff
- Register and resolve customer complaints in accordance with our published standards of service
- Where possible we support and help local community or charitable organisations
- Operate an equal opportunities policy
- Offer our contractors clear and fair terms of employment and remuneration
- Provide safeguards to ensure all employees are treated with respect and without sexual, physical or mental harassment
- Maintain a clean, healthy and safe working environment
- Honest and fair in all our dealings with customers both internal and external
- Our contracts clearly set out the agreed terms, conditions and basis of our relationship
- Operate in a way that guards against unfair business practice
- Encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.