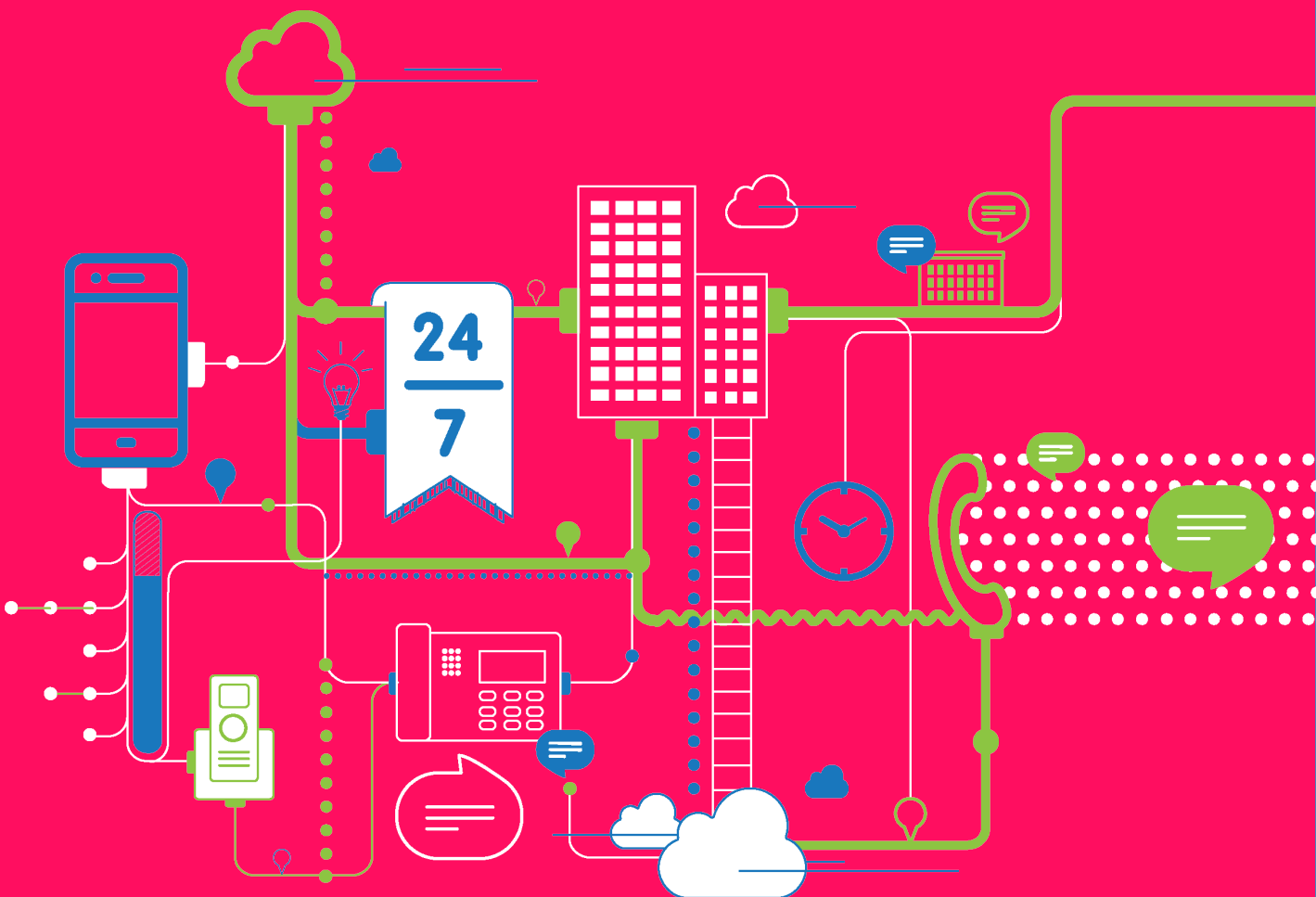
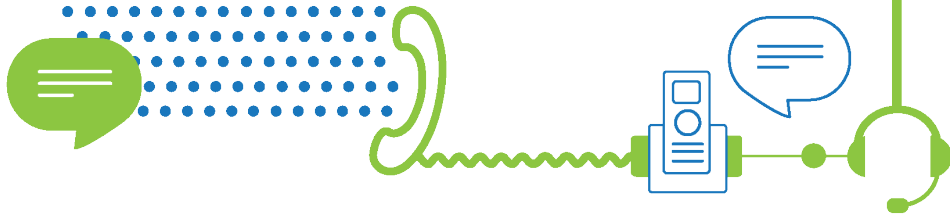


immervox

Our Social Responsibility Commitments & Policies





Foreword

At Immervox, we know that “giving something back” is of huge importance. It is a key part of our company philosophy to promote and support local charities and communities, whilst also actively managing our environmental impact.

We have first-hand experience that “giving back” not only helps improve the local community but is also the best form of team building activity we have yet to find. Our team take pride in their involvement in helping local charities.

We recognise the impact our operations and activities can have on the environment; we aim to protect and improve the environment for the benefit of all.

We embrace being an equal opportunities employer, valuing people as individuals with diverse opinions, cultures, lifestyles and circumstances. We are committed to fostering and maintaining an equality of opportunity, providing a service that follows practices which are free from any form of unfair and unlawful discrimination.

This document details Immervox’s commitments and policies for Social responsibility; Charity partners & local communities; Environment and Equality & diversity.

Immervox

June 2016



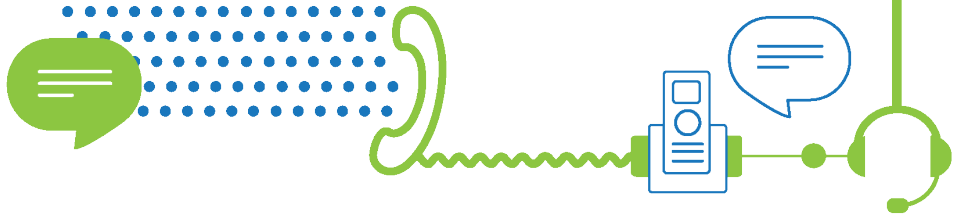
Our Social responsibility commitment

Immervox shall ensure a high level of business performance while minimising and effectively managing risk, ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.

The below points detail our working practise guiding principles that define our commitment to social responsibility.

- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship; operating in a way that safeguards against unfair or unethical business practices
- Encourage all suppliers and contractors to adopt socially and environmentally responsible business policies and practices
- Encourage dialogue via our staff and company communications with local communities for mutual benefit
- Register and resolve customer complaints in accordance with our standards of service
- Support and encourage our employees to help local community organisations and activities, particularly our charity partners
- Work with local schools, colleges and universities to assist young people in choosing their future careers, being an advocate for our industry
- Operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development
- Maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement
- Provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment
- Provide and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work
- Continually develop Environmental policies and objectives as part of the business planning cycle





Charity partners & local communities

We are committed to getting involved in our community at a local level.

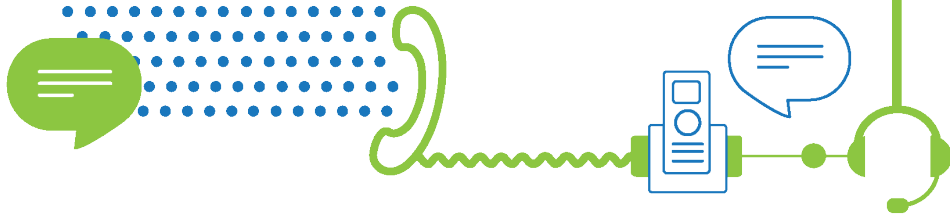
We welcome that communities are increasingly looking to the private sector to support them and help them to make changes; we welcome this opportunity.

Each year we make many donations, in the main to our chosen charity partners in the form of monetary contribution, hardware donations and the purchase and donation of specific items as required.

As a result of our commitment to “getting involved” in our community at a local level Immervox designate up to two working days a year, encouraging staff participation and allowing our whole team to volunteer within the local community, via our chosen charity partners.

In our experience time is the greatest asset we can supply to support charities and local communities.





Our charity partners



[Essex Wildlife Trust](#)

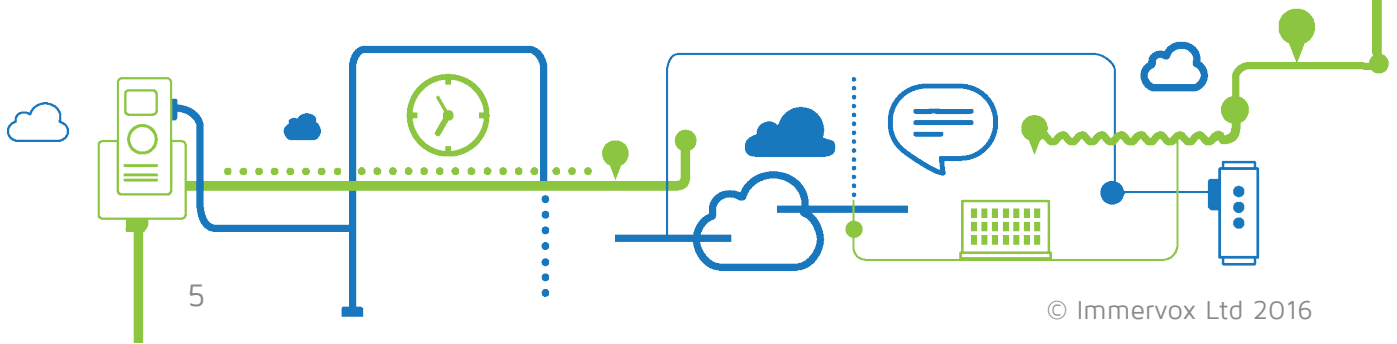
Essex Wildlife Trust is the largest conservation charity in the county and one of the biggest of the 47 county wildlife trusts that work together throughout the British Isles as The Wildlife Trusts. The Trust has been protecting Essex for wildlife and people since 1959 and is working hard to restore, recreate and rebuild Living Landscapes.

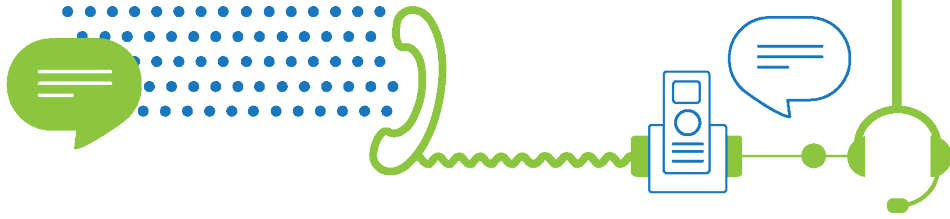
We have supported Essex Wildlife Trust as a Corporate partner and sponsor of the charity for over 5 years.

In witnessing first-hand the amazing conservation work Essex Wildlife Trust accomplish; the whole team having enjoyed days out and walks in a number of Essex Wildlife Trust's sites throughout Essex, the long term support and partnership with EWT is an obvious choice.

For more information about our support for EWT visit our [charity partner webpage](#).

We are proud to be officially recognised as Investors in Wildlife.





Our charity partners

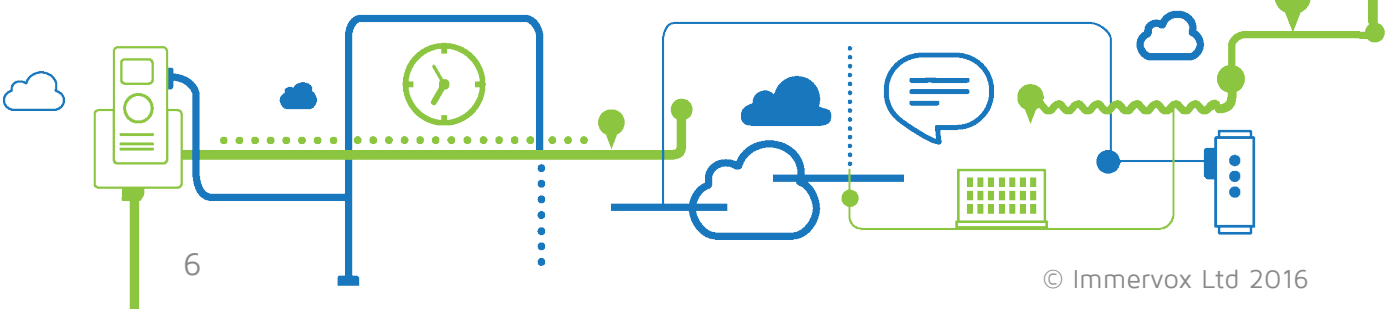


Hamelin Trust

Hamelin Trust is committed to supporting children and adults with learning disabilities and their families, by providing a range of appropriate high quality services. Working in partnership with the individuals they support and their families, ensures their services are person centred to meet individual needs.

Recognising the essential support work conducted by Hamelin Trust, our support for the charity began in early 2016 and has since evolved over time. We currently support Hamelin Trust by donations of IT and telecom hardware for recycling and by volunteering our time.

For more information about our support for Hamelin Trust visit our [charity partner webpage](#).



Equality & diversity

Immervox are an equal opportunities employer. We are committed to equality of opportunity, to providing a service and following practices which are free from unfair and unlawful discrimination.

The aim of this policy is to ensure that no applicant or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. It seeks also to ensure that no person is victimised or subjected to any form of bullying or harassment.

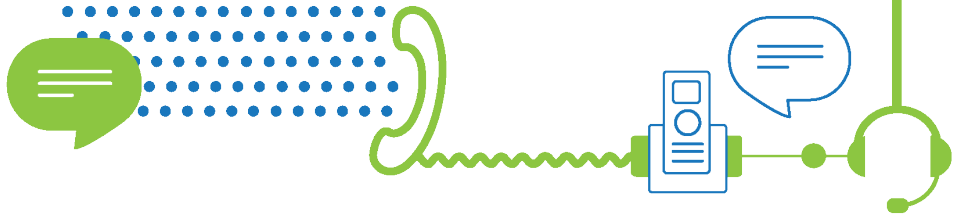
We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All employees are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion.

While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers, individuals at all levels have a responsibility to treat others with dignity and respect.

Our Equality and diversity policy

- Maintain an environment in which individual differences and the contributions of our staff are recognised and valued
- Every employee, worker or self-employed contractor is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated
- Training, development and progression opportunities are available to all staff
- We review all our employment practices and procedures to ensure fairness
- Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability
- All employees, workers or self-employed contractors whether part time, full time or temporary, will be treated equally, fairly and with respect
- The Senior Management Team holds responsibility for implementing and monitoring the Equality and diversity policy





Contact

The Immervox Senior Management Team are responsible for the formation, implementation and monitoring of the Social responsibility commitments & policies. They can be contacted using the below details.

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