

Fair Work Practices

It's easy to list our company policies on Fair Work Practice, however, it's our belief that policies are worthless unless the Culture and Values within our business supports them.

Our Values serve as a guiding light for all of us and help us build a Culture that lives our Values on a daily basis.

D – delight our customers
E – elect to be and spread positivity
L – lead with solutions and embrace change
I – increase communication with open engagement
G – go above and beyond with passion
H – hold oneself accountable and do the right thing
T – treasure and be grateful for what we have

As a business we have policies, frameworks and guidelines to help us operate and deliver the services that we do. There is, however, one over-arching rule that everyone in the company signs up to. This is what we call the “Do the right thing” rule.

Many times it's possible for people to fall through the policies, frameworks and guidelines of a business and this can be frustrating, demotivating and simply unfair. To that end, we believe that if we look after and treat our people fairly, they in turn will treat our customers fairly. As a business without satisfied, engaged and motivated employees we will never succeed which is why this is important to us.

In practice what this means is that our “Do the right thing” rule allows us to be flexible and go beyond our Values and our basic Fair Work Policies:

1. Treat all our employees fairly, with respect, and in line with our Values
2. Flexible Working Hours
3. Work from Home
4. Flexible Holiday Programme
5. Minimum Pay of the Real Living Wage
6. No Zero Hours contracts
7. Equal access to training and development based on their strengths and needs, to help them achieve their personal as well as business goals.

Fair Work Practices extend beyond employees to our subcontractors who are equally important to the success of our customers and our business. We recognise unless we treat them fairly they will withdraw their services to us and our clients. Where practically possible we treat our subcontractors like our own employees.

In some cases our subcontractors are small businesses and cashflow is important to them. With that in mind our payment policy to subcontractors is payment within 7 days of receipt of invoice. This policy helps them deliver a great service to us without them needing to worry about, if and when, they will be paid and has served us well over many years.