

Corporate Social Responsibility Policy – 4Sight

4Sight Communications Ltd t/a CloudClevr Registered in England and Wales No 8160359

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Introduction to 4Sight Communications Corporate Social Responsibility (CSR)

This document refers to the way in which we regulate ourselves in order to ensure that all of our activities positively affect society as a whole. Our policies aim to guarantee that we work ethically, considering human rights as well as the social values, economic and environmental impacts of how we operate as a business. We aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, as a business we will always work towards ensuring we understand and follow best practices.

Who we are and what we do

4Sight Communications Limited is a leading unified communications and contact centre solution provider, offering an innovative approach to the design, implementation and support of solutions and services.

We are a dynamic solutions provider with innovative ideas and a refreshing approach backed by a 30+ year record of accomplishment, delivering excellent service and value for money in the communications industry.

Our mission is to design and deliver an innovative, relevant and value rich portfolio of products and services to our clients. Our portfolio of solutions and services is designed offer flexibility and choice, helping you maximise your performance and realise a strong ROI.

Technology has changed dramatically over recent years and continues to evolve at a pace, yet many support services are failing to keep pace. In collaboration with our partners and clients we have redefined service delivery and account management models to meet with the evolving demands of modern communications.

- Excellent value for money
- Exceptional service, delivering an extended life cycle of benefits to our customers
- Extensive choice with our industry leading solutions portfolio
- Empowering smart decisions through knowledge share and understanding
- Experience backed by industry accreditations and passion

Our Employees are our strength:

To retain loyal and productive staff, it is vital that we maintain an inclusive and rewarding working environment.

- We have active policies that cover equal opportunities, diversity, modern slavery and Health and Safety which are reviewed on a regular cycle under our QMS system. All employees have access to these.
- Training is a key focus for our staff to ensure that they are fully equipped with the skills and knowledge required to be able to work confidently and quickly. This has the benefit of keeping staff loyal, productive and mostly self-sufficient. Support is provided to ensure that training is kept up to date on a regular basis and this is measured by the Head of Tech Services and reported to our SMT monthly.

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- We have a QMS system that is certified by BSI to ISO9001:2015 standards. This involves regular internal assessments, documentation, and policy reviews. This helps us ensure that policies and procedures are kept up to date. Employees are informed of any changes to these and have full access to the most recent documentation via the internal intranet SharePoint.
 - We are members of The Equality Register.
 - All permanent employees are enrolled into the NEST pension scheme but can opt-out if they wish.
 - 4Sight adopts all the legal requirements to help families with maternity/paternity support and childcare.
 - Staff are paid competitive rates and are paid automatically at the end of each month.
 - We have a HR system for the booking of leave. This also gives the employee personal access to their employment contract and other documentation that is personal to them. Each employee has a line manager who would deal with all HR support and the 4Sight Staff Handbook gives the employee all the details around HR procedures.
 - Throughout the year we have events to enable as many of our employees to meet up in person as F2F activities help forge improved working relationships.
 - All employees work from home on Fridays.
 - At least half of employees work from home permanently and only travel to customer sites when necessary, as most activities and support can be handled remotely via the telephone or using the IT systems.

Driving Customer Loyalty Through Performance

We strive to make sure that our customers have a positive and lasting impression of our business, by delivering excellence in service, good value and through this drive customer satisfaction and retention.

- Our customers are very important to our business. We ask all our customers for feedback following a service contact. We use this information to help us analyse how satisfied our customers are. Through this we can ensure that we address any issues that are raised. Feedback received indicates that customers are over 99% satisfied.
- We are planning to improve our customer satisfaction surveys so that they align with the “NetPromoter” scoring standard.
- Key interfaces with our customers are our Customer Portal and our Website. Our portal allows customers to report incidents quickly and efficiently without delay, 24/7. As soon as this is done the clock starts ticking for our support teams.
- We report and discuss service performance at the monthly SMT meetings at which we analyse any breached SLA to feed back into our continuous improvement process.
- We can also monitor customers and often proactively identify and resolve issues before the customer is even aware.
- We have customer complaints procedure.
- Training and development of our employees enables us to deliver service to the highest standards.
- Regular auditing of our internal procedures linked into a continuous improvement process.
- Management reviews of audit results, customer feedback and complaints.

Suppliers’ Standards

It is essential that the suppliers that we work with share the same standards to which we are committed.

- Our major suppliers have Modern Slavery policies.
- Mitel is our main partner. Their manufacturing suppliers are all members of the Electronics Industry Citizen Coalition (the "EICC") and, as such, have agreed to follow the EICC Code of Conduct. The EICC Code of Conduct establishes standards to ensure that working conditions in the electronics industry supply chain are safe, that workers are treated with respect and dignity and that business operations are conducted ethically.
- We commit to paying our suppliers on time.

Protecting the Environment

Apart from legal obligations, our company will proactively protect the environment. Examples of relevant activities include:

- Recycling – we recycle waste from our office using the landlords recycling facilities. We re-use old equipment where possible often using as spares for our installed base and where this is not possible all electrical equipment is disposed of following WEEE regulations and accredited companies.
- Conserving energy – we work with our landlords to help them conserve energy use in the building and encouraging them to fast-track plans for carbon net zero.
- Using environmentally friendly technologies – the foundation of 4Sight Communications is the use of technology which is increasingly cloud-based, removing the need for physical equipment at the customer premises. This reduces the need for customers to provide extra onsite air conditioning and cooling and frees up space.
- Eliminating unnecessary travel - The support service that we deliver for customers is in the most part handled remotely. This enables us to reduce travel to a minimum as we only have to send engineers to site as an exception. Our Sales team also works remotely most of the time using the telephone/ for most customer contact.

4Sight Action on Carbon use:

At 4Sight we are aware of the importance of acting on climate initiatives and we are publicly committed to Net Zero by 2030

To demonstrate that we are serious about our impact on the environment we are taking action. We chose to work with Positive Planet to calculate our carbon footprint, produce a carbon plan and to work to a standard (PPN06/21) recognised by Government contracts, that demonstrates commitment to the carbon net zero journey.

We generated a benchmark carbon footprint for calendar year 2021. We have captured how our company already keeps energy usage low as well as identifying potential areas where we can take further action. We have prepared a carbon reduction plan (CRP) to show our plans to improve our carbon footprint further.

Positive Planet have assessed and certified 4Sight Communications as Carbon Neutral, and Planet Positive.

Our carbon footprint has been offset by 120% through carbon credits. The offsetting we use includes the removal of plastic from our oceans and the planting of trees. Full details of our footprint, certifications and offsetting can be found at the Positive Planet portal: [4Sight Communications | Positive Planet](#)

Please contact info@4sightcomms.com if you require any information on our progress with this initiative.

Our company is committed to the United Nations Global Compact and its Ten Principles:

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Our company is dedicated to protecting human rights. We are a committed equal opportunity employer. We'll ensure that our activities do not directly or indirectly violate human rights in any country.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

We'll ensure that we:

Don't risk the health and safety of our employees and community.

Support diversity and inclusion.

Support a healthy work, life balance.

Offer kindness where it is required.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Our company recognises the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. We'll always follow best practices when disposing waste, choosing our methods of transport, working practices and energy consumption.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

We'll always conduct business with integrity and respect to human rights. We'll promote:

- Safety and fair dealing
- Respect toward the client
- Anti-bribery and anti-corruption practices

Finally

Our company will:

- Respect the law
- Abide by its internal policies
- Ensure that all its business operations are ethical
- Keep every partnership and collaboration open and transparent
- We'll readily act to promote our identity as a socially aware and responsible business.
- Management must communicate this policy on all levels. Managers are also responsible for resolving any CSR issues.