

CORPORATE SOCIAL RESPONSIBILITY POLICY

At All Things Web® (ATW) corporate social responsibility is integral to all that we do. We recognise that we must integrate our business values and ethics to fully meet the expectations of our stakeholders. We do so through practical support and we report our Corporate Responsibility activity under four key areas:

- Our Clients
- Our Employees
- Our Community
- Our Environment

The work ethic and professionalism of employee interactions with clients, the personal development and training of employees, the support of the local community and the impact on the environment are all aspects that ATW strives to continually improve on the way it operates.

Our Clients

ATW has built up a reputation for working with integrity in an open, and transparent way sharing knowledge and empowering clients as they plan the strategic and tactical elements of marketing their business.

The ATW team work closely with clients forging strong relationships built on trust, becoming an extension of their team as they work towards their goals and objectives.

What we do:

- Knowledge transfer through personalised training is also offered in various digital skills to increase knowledge and confidence of those clients that already manage their marketing in-house.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices
- We encourage suppliers and contractors to adopt responsible business policies and practices.

- We take seriously all feedback that we receive and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- When we receive a complaint, we will listen and understand the issue. We will then carry out a prompt, thorough and fair investigation. We try to put things right first time and we will tell you what we are doing to achieve this. Whatever the outcome of a complaint, we will explain why we have reached that decision and offer assistance in any way we can.

Our Employees

ATW recognises that our employees are the main asset of the business and the role they play in providing the skills and expertise to deliver and execute dynamic digital campaigns to clients. It is therefore critical that ATW provides a safe workplace where each individual is supported and developed both professionally and personally.

ATW supports the physical and mental wellbeing of its employees. In addition to encouraging regular breaks and holidays, it provides training in areas such as health and safety, dealing with stress and forming resilience. ATW is also a flexible employer, enabling employees to work from the office or remotely to suit the individual's and the business' needs.

ATW is an equal opportunity employer believing in the diversity and inclusion of all people irrespective of age, physical or mental disability, race, religion, gender or sexual orientation and supports and upholds the Equality Act 2010.

In the same way ATW adheres to the Human Slavery Act 2015 and opposes any form of modern slavery or trafficking within our business or our business network, including clients and suppliers.

What we do:

- We operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment, providing resources to enable their continual development.
- We maintain a clear and fair employee remuneration policy.

- We 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.
- We 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.
- We introduce and adopt new technologies and channels to aid personal development and develop additional technical and digital expertise.
- We offer flexible working to support employee family and personal needs.

Investing in our Community

ATW makes a tangible contribution to a wide variety of deserving causes and is committed to giving back by supporting the local community and charities.

What we do:

- In any given year we will support a number of charities that our employees, clients or suppliers are involved with. This will range from financial support to pro bono work.
- We support not for profit organisations with their marketing by offering them discounted rates on our services.
- We support sports in the community from grass roots level. A sponsorship of Avonvale Under 9s football team is in place where we are investing in the wellbeing of young people by helping to promote an active and healthy lifestyle.
- We work with local schools, colleges and universities to assist young people in choosing their future careers, being an advocate for our industry. We bring apprentices and interns into our business, teach them the practical skills to enable them to understand the dynamics of digital marketing and help them towards achieving their career in their chosen field.
- We will offer discounted rates to Not for Profit organisations that share our values and ethos.
- We provide free marketing and support to Luckington School and the registered charity 'Friends of Luckington School' through the support and patronage of our Managing Director, Helen Moloney, who is both a Trustee and Secretary of the charity as well as a Governor of the school.

Our Environment

ATW recognises the need to protect the natural environment, to save energy and reduce the impact of the business on it.

What we do:

- Where we can, we will purchase our energy from suppliers that provide renewable energy.
- We conserve energy in the workplace and turn off all lights and computer equipment overnight / at the weekends and have energy-saving LED lighting in our office.
- We encourage sustainable transportation practices and car-share for meetings where possible when 2 or more colleagues need to attend a meeting face-to-face.
- We utilise online conference calling systems such as Zoom and Microsoft Teams to prevent unnecessary journeys to meetings.
- We promote a paperless office and use desktop applications such as Microsoft Office and Google Drive for coordinating work projects.
- We strive for a paperless environment and limit the printing of documents – by using email and electronic contracts with clients.
- We provide all employees with a stainless-steel reusable water bottle to eliminate the use of single use plastic.