

Advanced Access Ltd, its Directors, managers and team are committed to ensuring that our business is conducted in all respects according to high ethical, professional and legal standards. We strive to promote a friendly, supportive and safe working environment, seek to work where possible with local companies to support the community and reduce the impact of our working activities to help protect the environment.

Our people

We recognise that our people are our greatest asset and we invest significantly in regular training for them to develop their skills and provide career development to help them reach their full potential to support our continued growth and success.

We keep our employees informed via regular e-newsletters and meetings.

We ensure our staff are aware of all our policies including those of equal opportunity and diversity and there is zero tolerance for bullying or harassment in the workplace.

We have regular company social activities to get to know each other and develop and build relationships across teams and have fun.

Customers

We seek to build strong relationships with our customers and be open and fair in our business dealings with them.

Develop and train staff to provide outstanding customer service standards and to deliver products at the agreed price to the right place at the right time.

Work closely with suppliers to ensure the quality and safety of the products we sell.

Work to rectify any errors quickly and accurately.

Suppliers

We seek to build strong relationships with our suppliers and be open and fair in our business dealings with them.

We pay suppliers in accordance with the agreed terms.

We have a 'business gifts' policy within our company handbook not to offer, pay or accept bribes or substantial favours.

We support the Modern Slavery Act of 2015.

Health and safety

We are committed to providing a working environment which is both safe and fit for purpose and we provide a rest area for employee welfare. Each employee receives specific health and safety training and it is the duty of all employees to take responsibility for preventing injury or accident to themselves and others.

Other measures that are in place to support safe working practices are:

- Our Directors and Health and Safety representative are supported by an external health and safety consultant.
- We hold regular committee meetings and the notes are displayed on our health and safety notice boards.
- Our health and safety policy statement is displayed on notice boards around our premises.
- We ensure that all staff are suitably prepared and trained in safe working practices.
- We actively promote general health and hygiene awareness via posters and weekly e-shots.
- We encourage staff to report near misses and to be proactive in reducing any risks in the workplace.
- We ensure that health and safety concerns raised are reviewed and dealt with as quickly as appropriate to the level of risk or concern.

Environment

We are committed to reducing our carbon footprint. During 2016 we have doubled our recycled waste from 2015 and more than 50% of our business waste sent for disposal is now recycled.

We also recycle as much packaging as we can from our 'goods in' into packaging for our 'goods out' which we calculate to be a further 80% of our business waste.

Our warehouse seeks to package products efficiently minimising the need to buy in or use additional packaging whilst maintaining our high quality standards for safe shipment of goods.

We try to ensure that packaging and office stationery products we buy are as environmentally friendly as possible.

We have developed environmentally friendly word clouds and put on the walls in communal facilities to encourage and remind staff to recycle.

We seek to cut down our printing waste by better use of our IT systems for example:

- Use of projector and screens for presenting documents to internal groups to reduce printing
- All printers set up as standard for draft black and white printing
- Enhancing our in-house database to be able to store electric copies of documents against customer records for easy recall rather than printing and storing
- Adding footers to our emails encouraging people to think about the environment and think before they print
- Encouraging staff to think about day to day working practices and suggest ideas for improvements and raise awareness about not printing documents where possible
- Emailing invoices and statements
- Having a roll out programme to install dual screens per worker to make it easier to view several documents and/or systems at the same time reducing the need to print
- E-payslips introduced in 2016

We are committed to continue to monitor and review our working practices and activities to reduce waste where possible and recycle more of our waste product.

Security and information

We aim to make security a way of life and integral to our day to day working practices.

We use access control systems to enter our building and again within the building to access specific rooms which limits access to IT/communication systems or paper filing systems.

We take the security of handling and processing business information and personal and sensitive data seriously. We have a security policy in place, which is reviewed annually, and staff are given specific training in handling and storing data and in following procedures to keep data secure.

We have settings within our IT systems for different access levels set according to the job role requirements need to access specific data.

Community

We respect the environment in which we work and do business. We hold regular fundraising activities to support charities both locally and nationally.