



## ETHICAL POLICY

### SIMPLY PUT

At Chiller Box we believe we have a duty of care towards our customers, employees, suppliers and professional advisors – we refer to them collectively as our partners – as well as towards society, the environment and the world at large. We recognise the need to act with honesty, integrity and respect in all our business dealings, and consider the promotion of trust, openness, teamwork, good communication and professionalism to be of fundamental importance to the continued growth and success of both our own, and our partners' businesses. All very easy to say, but how do we walk the talk? By...

### OUR CUSTOMERS

- Winning and maintaining our customers by providing products and services which offer value in terms of price and quality, supported by technical expertise and service excellence
- Employing enthusiastic and committed people, who have a 'can do' attitude

### OUR EMPLOYEES, OUR PEOPLE

- Being an equal opportunities employer
- Providing good and safe conditions of work
- Offering competitive terms and conditions of employment
- Striving to make the business the best in its field so that our people are proud to say they work for Chiller Box
- Encouraging a team atmosphere through the promotion of the philosophy that our people work with us not for us
- Having an open door policy where our people are encouraged to share their opinions and suggestions for improving the business
- Keeping our people informed and involved in the development of the business
- Encouraging and promoting training, development and promotion from within the business
- Having a work hard/play hard attitude
- Above all, ensuring that Chiller Box people have fun at work!

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## ETHICAL POLICY CONTINUED

### OUR SUPPLIERS, OUR PROFESSIONAL TEAM

- Dealing with like minded, small and medium sized enterprises where possible
- Seeking to forge mutually beneficial, long term relationships with all our suppliers and members of our professional team
- Offering marketing opportunities through our own marketing and promotional activities
- Ensuring that we are prompt payers

### OUR SOCIETY

- Conducting business as responsible corporate members of society
- Supporting British business by promoting UK manufactured products
- Making charitable donations

### OUR ENVIRONMENT, OUR WORLD

- Promoting products that are as environmentally friendly as possible
- Offering a disposal service which is safe, maximises recycling opportunities, and is in line with relevant legislation
- Using paper manufactured from recycled materials or materials from sustainable sources for our stationery and marketing campaigns wherever possible
- Recycling printer cartridges
- Keeping waste to a minimum and promoting recycling where practical
- Generally doing whatever we can to minimise waste and damage to the environment

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