

Timico have grown rapidly since establishing in 2004 and so has our commitment to implement, improve and support our stakeholders. Regular reviews ensure we are as up-to-date and as forward-thinking as possible.

Our CSR policy sets out the principles we follow and the commitments we make, review and develop and where we aim to have significant impact or influence.

## Our principles:

### Commitment

We are committed to providing our customers with the best products and services and continue to invest in developing the latest technologies.

### Honesty and accountability

We are open and honest with our customers and suppliers and will never intentionally mislead in any of our communications.

We communicate our environmental policies, objectives and performances openly and honestly to customers and suppliers who have an interest in our activities.

### Sustainable progress

We are committed to improving our performance on an ongoing basis. We will take into account technical developments, cost, customer concerns and expectations and the development and implementation of all new social and environmental policies and procedures. We will monitor our performance, set objectives for improvement and report on our progress.

### Demonstrable compliance

As a minimum, we will meet or exceed our compliance targets on all relevant legislation. Where no legislation exists we will seek to develop and implement our own appropriate standards.

### Shared responsibility

We are a responsible user of social media, and will always endeavour to take other people's views into consideration.

## Our commitments:

### Our employees

We recognise the importance of our employees maintaining a good work/life balance and ensure their working environment supports this.

#### Our current commitments to our employees:

- Regular reviews and appraisals
- Relevant training and development
- The equivalent of one working day per year for CSR activities
- Staff discounts on Timico products and services
- Summer and Christmas events
- Health and well-being

## Our customers

We are committed to providing the best products and services to our customers and will continue to show our commitment with regular reviews.

### Our current commitments to our customers:

- Providing excellent UK-based customer service
- Regular account reviews
- Self-service online account portal
- Paperless billing
- Meeting Service Level Agreements

## Our suppliers

We will continue to build strong relationships with our suppliers.

### Our current commitments to our suppliers:

- Prompt payment as stipulated in suppliers terms and conditions
- Dedicated UK contact
- Regular supplier reviews

## Our community

We understand the importance of building relationships with our local community and investing time and knowledge in young people.

### Our current commitments to the community:

- Working with local schools to enable them to benefit from our expertise and skills
- Three year community project with the Trent Bridge Community Trust
- Young Enterprise scheme
- Raising funds for local good causes
- Highly successful apprenticeship scheme

## Our environment

We will take all reasonable steps to manage our operations so as to minimise our environmental impact and to promote good environmental practice.

### Our current commitments to the environment:

- Staff environmental committee
- Recycling paper waste
- Recycling of old equipment
- Reducing carbon omissions by using alternative communication tools
- Cold aisle containment used to cool our data centre
- Regular reviews of environmental policies and procedures