

Values We Live By

We prize each and every one of our clients, always acting in their interests, assisting their growth, helping them to succeed! We have worked as a business partner with our clients for many years because we believe in the following things and we live them every day. If you believe in them too, we're destined to do business together!

Commercial and Distinctive

- Finding solutions that make sense for SME and Micro businesses.
- Being human, valuing personality, diversity and humour.
- Being innovative and not following the crowd.

Collaborative and in Partnership

- Getting the best from our team and client relationships.
- Going the extra mile as a matter of course.
- Steering clear of hierarchy.

Passionate

- Genuinely caring about what we do and how we do it.
- Being enthusiastic about our clients, ourselves and our jobs.
- Empowering people to be themselves.

Principled

- Always working with honesty, integrity and respect.
- If we don't quite hit the mark we face it, fix it, learn from it and move on.
- Delivering on our promises.

Driven to Grow and Succeed

- Striving for continual learning, improvement and growth.
- Being free and encouraging everyone and every business to be successful.
- Having the courage to change and react to new opportunities.

EXTRA WAYS WE CONTRIBUTE

Here at Your Office Angels, we realise that our business does not exist in isolation. We are responsible to our clients, employees, suppliers and local community - all of whom are affected by us and what we do.

Therefore, we take all of this into account. For us, it isn't about following a trend or being *expected* to operate a Corporate Social Responsibility Policy. We have

one but we believe it's more than that. It's about what's right, it's about matching our values as individuals with those of the company and following the simple principle that we can use whatever we've got to help and assist others.

Supporting our Community

Every member of Your Office Angels team works hard to support and assist others wherever we can. Here are just a few examples:

Our current supported charities are:

- [Labradors In Need](#)
- We've donated approximately 50 pints of blood to date and are Apheresis donors of plasma and white blood cells.
- We are 'Dementia Friendly' and encourage other businesses to attend dementia awareness training.
- We previously fund raised for and founded a local branch of The Haemophilia Society, enabling the establishment of a Regional Haemophilia Centre.
- We have previously run a local branch of P.H.A.B.
- We always buy from local suppliers and pay all invoices within 5 days.

Supporting our Environment

- The Your Office Angels office is specifically sited out of town to reduce congestion, journey times and parking fees for staff.
- Even though we are a small business, everything that can be recycled is and we do not waste unnecessarily.
- All mobile phones, unused PC's or laptops and old office equipment is recycled or given away to worthy causes.

Ethics Statement

All Your Office Angels employees must act honestly, openly, fairly and in accordance with the law. We must treat each other, customers and suppliers with respect and always act in the best interests of the business.

At Your Office Angels we do not tolerate, permit or engage in bribery, corruption, improper payments or unethical practices of any kind. Any concerns or further advice should be sought from Sharon Malone or Andy Hopkinson. More information on ethics is available from the Institute of Business Ethics.

Many thanks to Denise Jennings of [Athena HR](#) for her help and guidance in developing our business systems and documentation.