

ProNet Computers Limited / Prima IT Ltd
Unit B1b, Mill One, Pleasley Vale Business Park,
Outgang Lane, Pleasley,
Mansfield, Nottinghamshire NG21 OER
Tel: 01623 811920 Fax: 01623 810927



COMPANY OPERATIONS

CODE OF PRACTICE

ProNet Computers Limited / Prima IT Ltd
Unit B1b, Mill One, Pleasley Vale Business Park,
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All operations carried out by ProNet Computers and/or Prima IT Ltd must comply with the following Customer Service, Anti-Discrimination and Equal Opportunities policies.

All Company policies should be reviewed on a regular basis – at least annually or when legal or statutory requirements change.

Copies of these policies should be included in the Company's Staff Handbook.

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Customer Service Policy

The Company's Customer Service Policy should be read in conjunction with its Anti-Discrimination Policy.

The Company is committed to offering the highest standards of service at all times. We demand that our Company treats all its contacts – clients, suppliers, employees, and members of the public - with respect and with consideration for their needs. Our policy is based on the following key points:

1. Ensuring that the service we offer is focussed on our customers' needs, aiming to anticipate the needs of customers and respond to their requests and feedback promptly and appropriately.
2. Treating all contacts with courtesy, respect and with consideration for their individual circumstances, needs and requirements. Providing resources in appropriate and different formats to meet individual requirements of different contacts.
3. Offering a complete range of products and services to enable all the requirements of our customers' needs to be met.
4. Employing staff who are professional, friendly and approachable, in order that our clients enjoy dealing with our Company. Ensuring that staff are appropriately educated and trained to enable them to provide competent and professional service for all clients.
5. Ensuring communication between different departments in our Company is effective and timely in order that clients' issues are dealt with promptly.
6. Monitoring and evaluation of feedback received through paperwork systems, letters, emails, questionnaires, phone and face-to-face conversations to ensure good practice is highlighted and adopted throughout the Company, and that bad practice is eliminated and not repeated.



Anti-Discrimination Policy

A. The Company's Commitment

(1) General commitment

This Company is committed to eliminating discrimination and promoting equality and diversity in its own policies, practices and procedures and in those areas in which it has influence. This applies to the Company's professional dealings with staff, clients, suppliers and any other third parties.

The Company intends to treat everyone equally and with same attention, courtesy and respect regardless of their disability, gender, marital status, race, racial group, colour, ethnic or national origin, nationality, religion or belief or sexual orientation.

(2) Regulation and legislation

In developing and implementing its anti-discrimination policy, the Company is committed to complying with all current and any future anti-discrimination legislation and associated codes of practice

B. Forms of Discrimination

The following are the kinds of discrimination, which are against the Company's policy:

(1) Direct discrimination, where a person is treated less favourably on the grounds of race, racial group, colour, ethnic or national origins, sex, pregnancy, marital status, disability or sexual orientation or religion or belief.

(2) Indirect discrimination, where an apparently neutral provision, criterion or practice would put a substantially higher proportion of the members of one sex, or persons having a racial or ethnic origin, or a particular religion or belief, or a particular disability or a particular sexual orientation at a particular disadvantage compared with other persons unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary

(3) Victimisation, where someone is treated less favourably than others because he or she has taken action against the Company under one of the relevant Acts.

(4) Harassment, when unwanted conduct related to any of the grounds referred to above takes place with the purpose or effect of violating the dignity of a person and of creating an intimidating, hostile, degrading, humiliating or offensive environment. Harassment may involve physical acts or verbal and non-verbal communications and gestures. This will include physical, verbal and non-verbal acts.

C. Employment and Training

1) General Statement

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As an employer, the Company will treat all employees and job applicants equally and fairly and not discriminate unjustifiably against them. This will, for example, include arrangements for recruitment and selection, terms and conditions of employment, access to training opportunities, access to promotion and transfers, grievance and disciplinary processes, demotions, selection for redundancies, dress code, references, bonus schemes, work allocation and any other employment related activities.

(2) Recruitment and selection

This Company recognises the benefits of having a diverse workforce and will take steps to ensure that:

(a) it endeavours to recruit from the widest pool of qualified candidates possible;

(b) employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit;

(c) selection criteria and processes do not discriminate unjustifiably on the grounds of disability; gender; marital status; race; racial group; colour; ethnic or national origin; nationality; religion or belief; or sexual orientation; other than in those instances where the Company is exercising permitted positive action;

(d) all recruitment agencies acting for the Company are aware of its requirement not to discriminate and to act accordingly.

(3) Conditions of service

The Company will treat all employees equally and create a working environment which is free from discrimination and harassment and which respects, where appropriate, the diverse backgrounds and beliefs of employees.

Terms and conditions of service for employees will comply with antidiscrimination legislation. The provision of benefits such as working hours, maternity and other leave arrangements, performance appraisal systems, dress code, bonus schemes and any other conditions of employment will not discriminate against any employee on the grounds of their gender; marital status; race; racial group; colour; ethnic or national origin; nationality; religion or belief; or sexual orientation; or on the grounds of their disability requirements. Where appropriate and necessary, the Company will endeavour to provide appropriate facilities and conditions of service which take into account the specific needs of employees which arise from their ethnic or cultural background; gender; responsibilities as carers; disability; religion or belief; or sexual orientation.

(4) Promotion and Career development

Promotion within the Company will be based solely on merit. All employees will have equal access to training and other career development opportunities appropriate to their experience and abilities. However, the Company will take appropriate positive action measures (as permitted by the anti-discrimination legislation) to provide special training and support for groups which are underrepresented in the workforce and encourage them to take up training and career development opportunities.

D. Suppliers

All lists of approved suppliers and databases of contractors, agents and other third parties who, or which, are regarded as suitable to be instructed by those within the Company have been compiled only on the basis of the

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ability of those persons or organisations to undertake work of a particular type and contain no discriminatory exclusion, restriction or preference.

E. Clients

The Company is generally free to decide whether to accept orders from any particular client, but any refusal to accept an order will not be based upon any form of discrimination. The Company will take steps to meet the different needs of particular clients arising from its obligations under the anti-discrimination legislation (such as the Disability Discrimination Act). In addition, where necessary and where it is permitted by the relevant antidiscrimination legislation the Company will seek to provide services which meet the specific needs and requests arising from clients' ethnic or cultural background; gender; responsibilities as carers; disability; religion or belief; sexual orientation or other relevant factors.

F. Promoting Equality and Diversity

This Company is committed to promoting equality and diversity in the Company as well as in those areas in which it has influence. All staff will be informed of this antidiscrimination policy and will be provided with equality and diversity training appropriate to their needs and responsibilities. All those who act on the Company's behalf will be informed of this antidiscrimination policy and will be expected to pay due regard to it when conducting business on the Company's behalf. In all its dealings, including those with suppliers, contractors and recruitment agencies, the Company will seek to promote the principles of equality and diversity. The Company will make every effort to reflect its commitment to equality and diversity in its marketing and communication activities.

G. Implementing the Policy

(1) Responsibility

Ultimate responsibility for implementing the policy rests with the directors of the Company. The Company will appoint a senior person within it to be responsible for the operation of the policy. All employees and directors of the Company are expected to pay due regard to the provisions of its anti-discrimination policy and are responsible for ensuring compliance with it when undertaking their jobs or representing the Company. Acts of discrimination or harassment will result in disciplinary action.

(2) Complaints of discrimination

The Company will treat seriously all complaints of discrimination or harassment made by employees, directors, clients, suppliers or other third parties. All complaints will be investigated in accordance with the Company's grievance or complaints procedure and the complainant will be informed of the outcome.

(3) Monitoring and review

The policy will be monitored and reviewed in a manner proportionate to the size and nature of the Company on a regular basis (and in any event at least annually) to measure its progress and judge its effectiveness. In particular, the Company will, as appropriate, monitor and record:

(a) The gender and ethnic composition of the workforce as well as the number of disabled staff at different levels of the organisation

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(b) The ethnicity, gender and disability of all applicants, short-listed applicants and successful applicants for jobs and training contracts

(c) The number and outcome of complaints of discrimination made by staff, suppliers, clients and other third parties

(d) the disciplinary action (if any) taken against employees by race, gender and disability.

This information will be used to review the progress and impact of the Anti- Discrimination policy. Any changes required will be made and implemented.



Equal Opportunities Policy

1 Introduction

ProNet Computers Ltd is committed to a comprehensive policy of equal opportunities in employment in which individuals are selected and treated on the basis of their relevant merits and abilities without regard to disability, gender, age, marital status, race, racial group, colour, ethnic or national origin, nationality, religion or belief or sexual orientation and are given equal opportunities within the company. The aim of this policy is to ensure that no job applicant or employee receives less favourable treatment on grounds not relevant to good employment practice.

2 Policy Statement

The policy and practice of the company require that all employees are afforded equal opportunities within employment and that entry into employment with the company and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular position. In all cases, ability to perform the job will be the primary consideration.

All employees have a duty to co-operate to ensure that this policy is effective to ensure equal opportunities and to prevent discrimination. Employees must not harass or intimidate other employees on the grounds of disability, gender, age, marital status, race, racial group, colour, ethnic or national origin, nationality, religion or belief or sexual orientation and must not victimise or retaliate against employees who make such allegations. Disciplinary action will be taken against any employee who breaches this policy and serious breaches will be treated as gross misconduct.

3 Code of Practice

The company welcomes diversity amongst its employees and seeks to ensure that all candidates for employment are treated fairly, and that selection is based solely on the individual's abilities and qualifications. The recruitment process must result in the selection of the most suitable person for the job with regard to experience and qualifications. As an employer committed to the principle of equality of opportunity, the company will adhere to the following procedure for recruiting and selecting individuals for all positions.

3.1 Selection criteria

The selection process will be carried out consistently for all jobs at all levels. Selection criteria for all positions will be clearly defined and reflected in the further particulars sent to applicants, which will also include details of the company's commitment to equality of opportunity. Job qualifications or requirements which would have the effect of inhibiting applications from members of particular groups, such as those of one sex, persons of a particular marital status, age, or sexual orientation, persons of a particular racial or ethnic group, nationality, religion, or those with a disability, will not be demanded or imposed except where they are justifiable in terms of the job to be done.



3.2 Advertising

Job advertisements will be widely publicised so as to encourage applications from all suitably qualified and experienced people. In order to attract applications from all sections of the community, the company will endeavour to ensure that advertisements are not restricted to areas or publications which would exclude or disproportionately reduce applications from members of particular groups (see 3.1) and should avoid prescribing requirements so as discourage applications from members of particular groups. All job advertisements placed on behalf of the company will state the company's commitment to equality of opportunity.

3.3 Selection Methods

The selection process will be carried out consistently for all jobs at all levels. All those handling applications and conducting interviews must be aware of the principles of the Sex Discrimination Act, the Race Relations Act, the Disability Discrimination Act, and other relevant legislation. The selection of new employees will be based on job requirements and the individual's suitability and ability to do the job, and information sought from candidates will relate only to the qualifications for or requirements of the job.

3.4 Interviews

The staff responsible for short listing, interviewing and making or recommending an appointment will be clearly informed of the selection criteria and the need for consistency. Wherever possible, at least two people will interview applicants and all questions will relate to the selection criteria. No questions will be based on assumptions about roles in the home and the family, or the assumed suitability of different ethnic groups for the post in question. Where it is necessary to assess whether personal circumstances will affect the performance of the job (for example, if the job involves irregular hours or extensive travel) this will be discussed objectively and will be asked equally of all candidates. In the case of disabled applicants who identify themselves at the application stage, all reasonable and appropriate interview arrangements (such as accessible interview rooms or the assistance of a sign interpreter) should be offered to enable candidates to compete on an equal basis.

4 Training

To help meet the objectives of this policy the company will provide training that:

- (a) increases awareness of the prevalence of and harmfulness of discrimination and prejudice;
- (b) examines the nature of discrimination, both direct and indirect, and the ways in which it can occur and can be prevented;
- (c) assists managers and employees to behave in ways that are non-discriminatory;
- (d) explains the operations of and access to grievance and disciplinary procedures.

5 Promotion

When considering candidates for promotion, care will be taken to consider all candidates without regard to disability, gender, age, marital status, race, racial group, colour, ethnic or national origin, nationality, religion or belief or sexual orientation, where general ability and experience are the main requirements.

6 Grievance Procedures

All allegations of discrimination, harassment, intimidation or victimisation will be dealt with seriously and confidentially, in accordance with the Company's Grievance and Disciplinary Procedures.

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7 Record Keeping

Details of candidates and of selection decisions (including the rationale for selection or rejection) will be kept for at least six months after an appointment has been made, in case they are required as evidence by an employment tribunal or for other proceedings. The company will keep records of the sex, ethnicity, and any disability of its employees and of all candidates and of those short-listed and appointed. Records may be used to determine whether members of one particular group do not apply for employment, or apply in smaller numbers than might be expected, or are short-listed or appointed in a lower proportion than their application rate, or are concentrated in certain jobs. The company will investigate the practicalities of monitoring progression within employment, including access to training and development, promotion and grading.

8 Review of Recruitment Practices

Recruitment procedures and practices will be kept under review so as to ensure that this policy is being adhered to, that it is compliant with all current legislation, and to ensure that they do not include requirements or conditions which constitute, or may lead to, unlawful discrimination.