



# Corporate Social Responsibility and Sustainability

online sales talent assessment ← ...

This statement explains how SalesAssessment.com Limited is committed to being a good corporate citizen. It shows how we take account of our economic, social and environmental impact in terms of the way we operate our business.

Through our commitment to Corporate Social Responsibility and Sustainability, we aim to align our business values, purpose and strategy with the needs of our clients, and embed our principles into everything we do.

This statement covers our approach to Corporate Social Responsibility and Sustainability in relation to six key areas:

- environment;
- community;
- clients
- suppliers and partners;
- product; and
- our people.

As an ethical company with significant global business partnerships, we are dedicated to creating business growth on a sustainable basis. We do this by minimizing our impact on the environment and ensuring that all activity is conducted safely by well-trained and qualified employees. We ensure that we consume only those resources required to achieve our legitimate business objectives. We aim to conserve existing natural resources in order to ensure that there will be sufficient resources for future generations.

We are also committed to social responsibility, and aim to contribute to the communities in which our clients, partners, suppliers and employees live.

We respect local laws and customs while supporting international laws and regulations. These policies have been

integral to the way we have done business in the past and will continue to play a central role in influencing our practice in the future.

We are committed to maintaining and promoting world-class standards of business integrity.

We aspire to be an employer of choice, while meeting client demands for socially responsible partners.

It is the responsibility of each employee of the company to ensure that these principles are upheld across all our business operations and commercial relationships. We promote the notion that each employee serves as an ambassador for the company across all our communities.

As a company dedicated to this vision, we aim to make available the tools and resources required to operate in this way, and will support each employee as they contribute to this policy.





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### Environment

We continually aim to minimize the environmental impact of our operations, whilst also working with our clients to support their sustainability initiatives.

We aim to develop our management processes to ensure that environmental factors are taken into consideration during planning and implementation.

The nature of our work as a supplier of online assessment and diagnostic tools, along with various professional services, means that we do not inherently have a high environmental impact.

We are currently addressing the following key environmental impacts:

#### Energy consumption

We are working towards minimizing our electricity consumption both in terms of our office environments and also with regard to the way we deliver and process our assessments and reports. Our offerings are based in our own private cloud: environmental impact, along with resilience and a stable environment for our clients, are the major considerations we discuss with our IT infrastructure suppliers. Our hardware configuration enables us to utilize the minimum level of hardware to satisfy demand from clients at any given time, so minimizing our environmental impact.

#### Business travel

Commuting and business travel by road, rail and air, as well as hotel stays, all contribute to an organization's carbon footprint. We have a home office policy for many of our employees: this reduces commuting to a minimum. Some offices also benefit from production of their own sustainable electricity.

We favor the use of videoconferencing and messenger services, where appropriate, enabling us to reduce business travel between our international offices and to our clients. We are also working to address our company car fleets emissions by setting emission caps and using more environmentally friendly vehicles. In the meantime, we ensure that vehicles are regularly serviced and checked with regards to their emission levels and fuel economy.

#### Waste management

Any organization's business activities inevitably generate waste. We provide recycling facilities in our offices, and

employ environmentally friendly disposal and electronic equipment recycling. We also manage waste with the help of appropriately certified and licensed organizations.

Further policies relate to:

- sourcing and buying locally to save fuel costs wherever possible;
- ensuring that water is used efficiently within our facilities;
- using scrap paper where appropriate and printing in mono and double-sided if possible when it is necessary to print;
- recycling all waste (shredding all business documentation); and
- sourcing recycled materials wherever possible.

### Community

We aim to channel our time, energy and creativity to ensure significant and long-term positive impact in the communities in which we work and live.

Our product is entirely focused on improving the performance and professionalism of the global sales community. We aim to contribute to the accumulated knowledge of the business community in terms of talent management in the sales arena.

At the same time, we actively encourage employees at all levels to become involved in the communities in which they live and work. Examples include our people undertaking voluntary business advisory services via professional bodies and providing career advice via academic institutions.

### Clients

We ensure that we deal responsibly, openly and fairly with clients and prospects by:

- ensuring that all our advertising and documentation about the business and its activities is clear, informative, legal, decent, honest and truthful;
- being open and honest about our products and services and telling customers what they want to know, including what we do to be socially responsible;
- avoidance of pressure-selling techniques;



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- ensuring that, if something goes wrong, we acknowledge the problem and deal with it;
- listening carefully to our clients in order to improve the products and services we offer; and
- constantly striving to ensure our products keep pace with market requirements and also to improve their quality and ease of use.

### Suppliers and resellers

In our purchasing activities, we aim to pay attention to social impacts and human rights, environmental impacts, anti-bribery and corruption. SalesAssessment.com Limited prefers to develop long-term, sustainable relationships with selected suppliers where possible.

Our procurement process requires us to:

- treat suppliers fairly;
- select vendors based on value, performance and price;
- provide justifiable and transparent selection decisions;
- ensure confidentiality of supplier information;
- manage our partners and suppliers in terms of risk;
- enter into relationships with suppliers who demonstrate a commitment to Corporate Social Responsibility and Sustainability;
- maintain an 'arm's length' relationship with suppliers; and
- not take advantage of mistakes made by suppliers.

We encourage supplier diversity and equality to allow qualified small and minority businesses the opportunity to receive a share of our business.

We expect reseller, contractor and supplier staff to work to the same Corporate Responsibility & Sustainability standards as our own employees. These principles apply both to supplier's activities and, where appropriate, to their downstream supply chain.

### Product

We aim to deliver long-lasting value and support to our

clients in achieving their Corporate Social Responsibility and Sustainability objectives.

Our main assessment offerings are all built around principles consistent with the Corporate Social Responsibility and Sustainability objectives of our global corporate clients.

The assessment questionnaires themselves include a CSR focus. They are also delivered in the most sustainable way possible.

Our methodology and advice is consistent with HR best practice, ethical standards and employment law.

### Our people

Since the company was founded, our greatest strength has been our ability to help our clients develop their business performance. To do this, we share the skills and creativity of our people with our clients.

Our working culture thrives on differences, yet our people share a number of essential qualities:

- exceptional ability;
- commitment to our clients;
- deep knowledge of sales talent management;
- long-term experience;
- creativity; and
- an ethical approach to business.

Our workforce is diverse in terms of gender, age, experience and nationality. We see our diversity as a vital strength and actively seek to build on it.

We aim to demonstrate our commitment to corporate social responsibility to our employees in the following ways:

### Health and safety

SalesAssessment.com Limited recognizes its health and safety responsibilities and complies with the applicable health and safety legislation. We provide a safe and secure workplace and promote good health and safety and environmental practices.



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### Human rights, employment and ethics

SalesAssessment.com Limited adheres to all legislation relating to employment rights and equal opportunities, with particular reference to non-discrimination on the basis of ethnic origin, religion, gender, age, marital status, disability or sexual orientation.

We ensure that physical, verbal and psychological abuse, or sexual or other forms of harassment towards employees are not tolerated.

We pay wages and benefits which meet or exceed national minimum requirements and adhere to working time regulations where applicable.

We do not use forced labor nor employ workers under the school leaving age.

We adhere to applicable laws regarding the freedom of employees to associate or bargain collectively without fear of discrimination.

All employees are expected to behave with integrity and honesty and adhere to our code of ethics.

Employees may report any concerns they may have over unethical business practices or conduct, dangers to health and safety, or breach of company policies. Any such disclosures are appropriately investigated. In addition, SalesAssessment.com Limited is committed to protecting the career and reputation of employees who report wrongdoing in accordance with established procedures, as long as their disclosures are delivered in good faith and seek to safeguard the best interests of the company.

We do not give or receive any bribes, extra contractual gratuities, inducements, facilitation fees or similar payments.

We do not give to customers or business contacts, or allow employees to receive, any gifts, whether in cash or kind, unless in the course of normally accepted business entertainment or the subject of prior written approval by management.

We do not donate (including sponsorship, subscriptions or provision of employee time or facilities) to any political party or similar organization.

SalesAssessment.com Limited is committed to training and personal development, and to remuneration policies which are designed to reward achievement and emphasize the importance of retaining staff.

We provide information to employees on a regular basis. This information includes matters relating to company performance, its prospects and the future outlook for business.

SalesAssessment.com Limited supports local charities and participates in a range of community activities.

### Procedures and implementation

We support the social responsibility principles contained in the guidance paper ISO 26000, published 1 November 2010.

Overall responsibility for developing corporate policies on social, ethical and environmental matters, and for reviewing their effectiveness, lies with the SalesAssessment.com Limited board of directors.

It is then the responsibility of individual managers to communicate and apply that policy within their particular business area, taking account of legislation, to ensure compliance with the policy and to maintain, review and refine procedures accordingly. All policies and procedures are reviewed regularly, and any updates are communicated to staff.

The current version of this policy statement is effective from 1 January 2012. It is applicable to all company divisions, our resellers, and to our commercial relationships with all suppliers and clients. Implementation of the policies within this document is the responsibility of our Chief Executive Officer.

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