Corporate Social Responsibility
Summary statement
Ecctis Corporate Social Responsibility

Every year we support over 70,000 people seeking to study, work and professionally practise in the UK as well as over 1,000 organisations in over 60 countries. We are committed to delivering services and solutions to our customers in a responsible and sustainable way. Through this commitment we believe that we are able to benefit our stakeholders, customers, and the environment as well as the local and wider community.

Our guiding values underpin the activities we undertake. These are:

- Being respectful
- Being ambitious
- Being creative
- Being dynamic, and
- Being engaging.

These values strengthen the work we do and the way we do it. Our corporate social responsibility focuses on the following areas:

- Valuing and investing in our team
- Working and operating ethically and responsibly
- Minimising the environmental impact of our corporate activities
- Supporting national charities and fundraising.

Valuing and investing in our team

We are committed to employee development: our goal is to ensure that every employee can see a link between their work, our company objectives and the impact for our customers.

We operate as an Employee Ownership Trust (EOT) which is a collective vehicle that holds the shareholding of the company on behalf of the employees as a whole. The Ecctis Board of Directors work in tandem with the Board of Trustees of the EOT to agree and deliver benefits to employees, the business and customers.

Ecctis is a member of the Employee Ownership Association, a membership organisation that supports employee-owned businesses, to ensure that we learn from able to benefit from best practice and to learn from other EOTs.
There is an employee representative on the EOT Board of Trustees and employees are invited to attend meetings with this Board on a quarterly basis.

Our open, fair and inclusive recruitment processes ensure we employ the best possible individuals who are valued and supported so that they can be the best they can be. Regardless of role or level, everyone at Ecctis has access to a variety of developmental opportunities to help realise their full potential. We offer a diverse range of learning and development opportunities. We believe training can be more than formal instruction, and our philosophy focuses on providing the right learning, at the right time, in the right way. Our coaching and mentoring programme is reinforced by an employee engagement and development committee which supports staff development. This might include access to training, on-the-job coaching, attending department and service update sessions, participation in cross-team or level-up meetings and/or work on stretch projects. We believe that supporting individual growth and development helps us attract and retain talented individuals.

We are also committed to creating strong teams and promoting cross-team collaboration. Alongside two whole-company events a year and an internal newsletter, we encourage teams to hold regular, informal team building activities such as themed food days, quizzes, and continuing professional development through employee-led training sessions.

We promote an open-door policy, where all members of staff can access advice and guidance. We also offer an Employee Assistance Programme which provides a complete support network from appropriately trained external experts to all colleagues. In addition, staff are offered the opportunity to join a private health care scheme which is funded by the company and which promotes the wellbeing of our staff.

We have a range of HR policies and guidance documents, to ensure that our staff understand what is expected of them, and what support they may expect from us in return. These policies include dignity at work, dealing with difficult customers, flexible working, health and safety, maternity, paternity and adoption leave, sabbatical leave and staff development.

In addition, we are committed to health and safety, and we train first-aiders, mental health first-aiders, and fire-marshals to support this area.

Ecctis is committed to encouraging equality, diversity, and inclusion among our workforce and we work closely with many
external parties such as our customers and clients, contractors and consultants, as well as suppliers to encourage them to adopt the same principles, and underpins this commitment with a robust Equality, Diversity, and Inclusion Policy covering our commitments in fuller detail.

**Working and operating ethically and responsibly**

Ecctis is a trusted expert. Individuals wishing to work, study or practise in the UK and our member organisations trust us to make the correct decisions about qualifications and skills gained overseas. We work closely with UK Government departments and overseas national agencies to ensure that qualifications and skills are recognised appropriately.

We aim that all our business practices are conducted ethically, consistently, responsibly and that our services remain responsive to the evolving and emerging needs of our customers and stakeholders. This is achieved by:

- Behaving with honesty, transparency and fairness in all activities and relationships with others
- Operating in a way that safeguards against unfair business practices
- A commitment to reviewing our policies and procedures related to procurement and supply chain
- Developing clear contracts that set out the agreed terms, conditions and the basis for relationships
- Sharing and declaring information on conflicts of interest
- Maintaining internal controls to ensure standards are reviewed and met
- Regular engagement with our stakeholders and customers through satisfaction surveys, focus groups and meetings
- Sharing best practice with the ENIC-NARIC Networks and other relevant global and regional networks in credential evaluation, international education and quality assurance to improve recognition processes internationally.

We take our responsibilities for protecting the personal data of our customers very seriously. We respect and value the privacy of our employees and customers and only collect and use data to support the fulfilment of our services in line with our obligations under the General Data Protection Regulation.

**Minimising the environmental impact of our corporate activities**

We are best known for our work on supporting those wishing to work, study or practise in the UK as well as those organisations that need to understand more about qualifications and skills
delivered outside the UK. Our work means that we need to engage with a great number of stakeholders in the UK and internationally.

Ecctis is committed to protecting the environment, and we undertake our activities in a responsible manner, using best practice to reduce environmental impacts.

We have published an environmental and sustainability policy summary which has been endorsed by our Board and Governance Bodies. This reflects the organisation’s core values, provides a framework for setting objectives and targets to improve environmental performance, based on the high-level commitments set out below.

**Creating meaningful social value for global and local communities**

We are committed to making a meaningful contribution to the education sector as well as the wider community.

We do this by:

- Actively engaging with refugee charities and representatives, supporting those fleeing conflict or oppression to access expert advice and guidance on their qualifications to facilitate access to employment or re-training.
- Delivering leading, freely accessible research on major issues, such as the impact of COVID-19 on education and collaborating on projects with fellow ENIC-NARICs to promote best practice and ensure we remain responsive to emerging challenges faced by our customers and stakeholders.
- Supporting local and national charities – arranging informal fundraising activities and, where appropriate, match-funding for our chosen charities.

Charities are selected on an annual basis. These may represent causes aligned with our values and passion for education, or be more broadly focused on health and wellbeing, humanitarian projects, environmental activities or supporting the local community of Gloucestershire.

**Our commitment to corporate social responsibility**

The directors of the company have committed to reviewing this statement annually to ensure it is effective. We will also set clear objectives and targets for our corporate social responsibility. We will monitor and measure our performance against these targets and communicate the results.