

POLICIES – AN EXTRACT FROM LETHA CONSULTANCY’S BUSINESS PLAN

4.4 ENVIRONMENTAL POLICY

Letha Consultancy recognises that environmental issues are of fundamental importance to successful and responsible business strategy. The business acknowledges that its main impacts on the environment are the ones arising from energy consumption, waste generation and water use. Letha Consultancy is based in Hendy and is conscious of its obligations to the environment and local community. It will seek to reduce the direct impacts of its activities by improving operational efficiency.

Letha Consultancy will endeavour to:

- Reduce the use of energy in buildings. It will target to reduce energy consumption by using energy efficient heating. Telephone facilities will be encouraged to curb emissions resulting from business travel.
- Monitor water usage and put in place measures to reduce its usage.
- Dispose of all waste in a safe and ethical manner
- Balance business needs with the aim of reducing its consumption of materials. As such, extensive use is made of electronic communications in place of paper usage, and there is an intention to recycle all waste paper, plastics and aluminium cans.

4.5 WELSH LANGUAGE POLICY

Ruth Taylor - Davies is aware that she is operating within a multi-lingual market place. As such, she will endeavour to ensure that on request, information/services are provided in the client’s language of choice. She is particularly in tune with the need to promote bilingualism in Wales, and is experienced in providing information for both audiences.

4.6 INFORMATION TECHNOLOGY POLICY

Ruth Taylor - Davies is committed to ensuring that IT is used to its fullest extent in order to provide for client’s needs. As such, equipment and training will be evaluated regularly and improved as necessary.

4.7 CUSTOMER SERVICES

Ruth Taylor - Davies aims to provide a high quality consultancy service, with a warm and friendly service that includes keen pricing and a complete range of additional competencies.

- Be open & honest
- Be a critical friend

- Be practical
- Listen to the customer
- Achieve on time/budget
- Provide workable solutions
- Practise customer care principles (Ruth is Welcome Host trained)
- Offer respect, but also be straight with them.