

Nova Internet Ltd Corporate Social Responsibility Statement

1. CSR Policy:

1.1 Introduction

We are, Nova Internet Ltd, providers of a range of high quality streaming media services. The prosperity of our business and of the communities within which we operate require a commitment to the sustainable management of our activities. We have therefore developed a policy that affects and enhances all areas of our business, namely our employees, sub-contractors, partners, customers and neighbours. We wish to adopt and commit to the principles and practices set out below.

1.2 Staff/People

We are committed to the well-being and continual development of our people and to training our workforce. We maintain an environment where employees are appreciated, valued and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the business.

We operate a meritocracy, where all employees are recognised and rewarded on the basis of their performance, effort, contribution and achievements.

We expect our employees to act with integrity towards one another and exercise a high standard of business practice and workmanship.

We support diversity, fairness and equal opportunities and aim to involve and consult regularly with employees as to the direction of the business.

1.3 Customers

We aim to build long term relationships with all our customers and other stakeholders. We focus on understanding their objectives as they evolve over time, and meeting their needs as they develop.

We aim to give fair value, consistent quality and reliability.

We aim to have the highest professional and ethical standards and will be honest, open and transparent in all our dealings with customers.

1.4 Suppliers

We aim to create and maintain strong relationships with key suppliers and contractors.

We aim to choose suppliers that share our ethos in relation to employment practices, quality and environmental controls. This will be communicated to all suppliers and potential suppliers.

1.5 Health & Safety

We aim to achieve and maintain the highest standards of health and safety and provide a safe and healthy working environment for all our activities.

We have a current and effective written health and safety policy that is regularly reviewed and updated.

1.6 Environment

We have implemented an environmental policy appropriate to our business.

We are aware of our environmental impact as a business and have taken and continue to take appropriate steps to mitigate that impact, including setting environmental objectives and targets, implementing procedures and providing training so employees and contractors understand their environmental

responsibilities and can seek to improve our environmental performance.

1.7 The Community

We recognise and understand the significance of the local community within which we operate. We aim to enhance our contribution to the community by being sensitive to the needs of local people and groups and promoting ethical and socially responsible trading.

1.8 Contacting Us

You may contact Nova Internet Ltd using helpdesk@novainternet.uk

Our Head Office is based at:

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