

1: We pledge to be transparent in all our actions with all our stakeholders.
We are a mission-led organisation with transparency at our core and we maintain the highest levels of governance

2: We pledge to respect our stakeholders' privacy and confidentiality at all times.
To support our position as Trusted Advisers, we are committed to respecting the privacy and confidentiality of member companies, programme participants and clients

3: We pledge to demonstrate professional behaviour in all our dealings with our stakeholders.
We pride ourselves on our professionalism

4: We pledge to be proactive and responsive in our communications with our stakeholders.
We recognise that our stakeholders operate in fast-paced environments and that we must be responsive to their needs

5: We pledge to be consistent when dealing with our stakeholders.
Our stakeholders trust us because we are consistent in how we engage with them

6: We pledge to listen to our stakeholders and to develop our services in response.
We are constantly evaluating and improving all areas of what we do