



supporting
social
employers

A stylized illustration of a hot air balloon with a basket, floating in a light blue sky with white clouds. A long, white banner is attached to the basket, extending across the middle of the page. The word 'Charter' is written on the banner in a dark blue, cursive font.

Charter

EVH supports social employers

To achieve this mission, EVH has set itself three major objectives:

- To assist our members in attracting and retaining a skilled, flexible and efficient workforce, that is commonly committed to the achievement of member goals, and to the enhancement of the quality and value of its services
- To create a culture of openness and trust that encourages common sense and joint approaches to problem solving
- To provide an expert information, advisory and consultancy service that will promote and maintain good employment practice

The principles of practice adopted to help deliver our mission are:

- Put the customer first
- Pursue excellence
- Create an environment of openness and trust
- Respect confidentiality
- Be accessible and respond promptly to all requests for information and assistance
- Treat everyone fairly and with respect
- Use resources cost effectively within budgets
- Continue to develop a highly motivated and committed workforce able to deliver our services courteously, efficiently and effectively

If we get it wrong

If we get it wrong, we will admit it and put it right. If we receive complaints, these will be investigated promptly and when appropriate redressed.

So, if you are dissatisfied let us know. First with the person who dealt with you, then to our Director or chairperson.

EVH Limited

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