



supporting
social
employers

Charter

EVH supports social employers

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

1

To provide an expert information, advisory and consultancy service that will promote and maintain good employment practice.

2

To assist our members in attracting and retaining a skilled, flexible and effective workforce, that is commonly committed to the achievement of member goals, and to the enhancement of the quality and value of its services.

3

To create a culture of openness and trust that encourages common sense and joint approaches to problem solving.

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

Any complaint will be investigated promptly. If you are dissatisfied please raise it with us, firstly with the person you dealt with, then with our Director or Chairperson.

EVH Limited, 5th Floor, 137 Sauchiehall Street, Glasgow G2 3EW. www.evh.org.uk

EVH Limited is a company registered in Scotland No. 184547. An employers association in accordance with the Trade Unions and Labour Relations Consolidation Act 1992.