

# Code of Ethics & Practice

Catalyze's Code of Ethics summarises the virtues and principles that guide our actions in business.

## 1. Our Pledge

We, the staff at Catalyze, believe in and subscribe to the principles expressed in the following code. Our goal is to support sound and ethical practices while carrying out our business of supplying Consultancy and Software services. These practices affect our customers, our suppliers, our community and our fellow members of staff.

We pledge ourselves to maintain a high level of competence and integrity, in helping our clients through the provision of robust and competitive strategic alignment and decision analysis services. We further pledge that our dealings with our customers will be honest and reliable, and will recognise that we exist, as an organisation, to serve them.

## 2. Our Code

### 2.1. Relating to customers

We will be mindful of the trust placed in us by our customers and will repay that trust by taking responsibility for meeting their goals.

We will subscribe to and work for honesty in selling, providing truthful and accurate quotations. We will identify any cost savings that may be made.

We will not inflate our prices when it appears that the customer can only, or will only, buy from us. Our aim is to make a profit that is fair.

We will constantly strive to reduce our costs to ensure that our products and services are competitive.

We will respond within a reasonable period of time to any customer service complaint and make every reasonable effort to satisfy the needs of our customers.

We will not allow outside influences or organisations to prejudice our offering, or our advice, to our customers.

We will fairly disclose the obligation of both the company and the customer at the time of inception of a contract and fulfil our company's obligation in an expeditious manner.

We will not divulge or release any information given to us confidentially by our customers.

We will not sacrifice quality in order to improve profits.

## 2.2. Relating to our suppliers

We will not divulge or release any information given to us confidentially by our suppliers.

We will allow our suppliers the opportunity to make a fair profit.

## 2.3. Relating to our fellow members of staff

We will consider everyone as an individual, respecting their dignity and recognising their merit.

We will not discriminate against anyone on the basis of race, gender, sexual orientation, age, religion, disability or national origin. We will provide equal opportunities for employment, development and advancement for those qualified.

We will assist our fellow members of staff in their professional development and support them in following this code. We will seek, accept, and offer honest criticism of our work, to acknowledge and correct errors, and to credit properly the contributions of others.

We will recognise that all human beings are fallible and make mistakes.

We will allow our staff to share in the financial success of the company, recognising their role in that success by means of fair pay and bonus schemes.

We will provide management that nurtures innovation and enables staff to feel free to make suggestions and complaints.

## 2.4. Relating to our community

We will exercise corporate social responsibility; respecting our relationships with the communities we do business in and with the natural environment.

We will accept responsibility in making decisions consistent with the safety, health and welfare of the public, and to disclose promptly factors that might endanger the public or the environment.