

## eCom Learning Solutions Public Sector Pledge

How we meet all your needs

We help you deliver high-quality training to your workforce that provides value for all your stakeholders.

So far we've helped over one million learners in organisations throughout **190 countries**

### Why choose eCom?

- ✓ Flexibility to address simple to complex digital learning scenarios
- ✓ Service delivery options designed for your specific needs
- ✓ Breadth and depth of digital learning experience and expertise
- ✓ Corporate and personal responsibility and social values
- ✓ Long-term customer care and performance mindset
- ✓ Trusted and reliable partner with strong company culture



HM Government  
**G-Cloud**  
Supplier

### Some of our public sector clients:



### We're serious about customer service

When you choose to work with eCom, you'll benefit from direct access to our friendly and approachable team. Here's what you can expect:

- ✓ Informed and timely responses to your customer support needs
- ✓ Access to eCom experts aligned with the needs of your stakeholder groups
- ✓ Face-to-face, direct support from our teams when preferred or needed
- ✓ Engagement with real people who know (and are involved in) your projects
- ✓ Service levels aligned with your needs and expectations

### We'll keep your data safe



### We support our workforce



### Our Commitment to Fairness and Progress

- ✓ Using our own staff for projects – we never outsource/offshore work
- ✓ Encouraging staff development via our internal academy/learning hub
- ✓ Developing skills through modern apprenticeships
- ✓ Being R&D pioneers and innovators
- ✓ Offering flexible working arrangements
- ✓ Avoiding zero-hours contracts
- ✓ Giving paid time off for charity work
- ✓ Providing Paid internships for students

### Our corporate responsibility

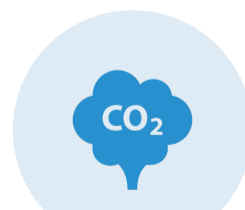
We're committed to supporting the UK Government's 5 social value themes:



COVID-19 Recovery



Wellbeing



Fighting Climate Change



Equal Opportunity



Tackling Economic Inequality

### Our social value and sustainable commitments

- ✓ Our products use the least amount of electricity possible
- ✓ Our headquarters uses power that is fully renewable
- ✓ We minimise our water usage in our buildings and vehicles
- ✓ We're committed to using recycled or upcycled goods
- ✓ We only use environmentally safe cleaning products
- ✓ We minimise our carbon footprint where possible