



Business Ethics Policy

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Spitfire believes that integrity and honesty are fundamental in all their business dealings. This policy sets out Spitfire's commitments.

Main Areas

- Ethics
- Duty of care
- Confidentiality
- Contracts
- Pricing
- Payment
- Quality Assurance
- Professional conduct
- Employees

Introduction

Spitfire recognises the importance of good, trusting relationships with customers, employees and suppliers. These values include:

Business Values: • Customer Service • Quality • Innovation • Reliability • Efficiency • Value for money	Ethical Values: • Integrity • Honesty • Openness • Fairness • Responsibility
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Ethics

Spitfire believe in conducting their business services honestly and honourably and expect our customers and suppliers to do the same.

Duty of Care

Spitfire will always conform to relevant law.

Confidentiality

Spitfire are committed to maintain the highest degree of integrity in all our dealings with potential, current and past customers and employees, both in terms of commercial confidentiality and in confirming to requirements for the protection of all personal information received in the course of providing business services (www.spitfire.co.uk/privacy-policy/)

Contracts

Spitfire's contracts will usually be in the form a quote detailing the proposed services and costs. All terms and conditions of service are available at www.spitfire.co.uk/support/terms-and-conditions/

Pricing

Spitfire believe in competitive pricing for the services and products offered. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of products or services to be delivered. That said Spitfire will always strive to propose solutions which accommodate customers available budgets and timescales. Wherever possible charges are quoted up front in advance of any products or services supplied.

Payment

Payment terms are contractually document on Spitfire's order forms.

Quality Assurance

As part of Spitfire's commitment to providing an excellent service it works within the quality management criteria defined by ISO9001:2015, and makes a commitment to continuous improvement (www.spitfire.co.uk/iso-registered/)

Professional Conduct

We aim to conduct all our activities with integrity and in a professional manner.

Employees

All Spitfire employees are paid competitive salaries that are in excess of the London Living Wage.

Where appropriate Spitfire endeavour to ensure all contractors based in London are paid the London Living Wage.