

STATEMENT OF PRINCIPLES AND VALUES

INTRODUCTION

- 1.1 This statement sets out the underlying principles and values of TERRA Consultancy. These underpin our work, our policies and the values we expect colleagues to display at all times so that our customers have confidence in our services and quality assurance.
- 1.2 TERRA provides translation and learning support for people. To ensure that these activities are carried out with a suitable level of professionalism and integrity from a position of respect, empathy and positive support, TERRA will do the following:
 - 1.2.1 Positively and proactively support the view that all persons should have equal rights to recognise their human dignity, and to have equal opportunities to be educated, to work, receive services and to participate in society.
 - 1.2.2 Do everything in our power to ensure that the work of TERRA supports this fundamental belief by creating policies and working practices that never intend to discriminate against, harm or devalue another; should we fail in this respect, to learn from our mistakes, recognize any hurt caused and respect autonomy.
 - 1.2.3 To ensure that colleagues are appropriately qualified, are checked to ensure the safety of our clients and the public and provided with the highest standard of training and continuing personal development and express solidarity with our clients.
 - 1.2.4 To strive to create a working environment that is safe for all people who may have contact with TERRA, to always treat others with respect, and to be empathetic towards the needs and concerns of others.
 - 1.2.5 To abide by all codes of practice and quality assurance frameworks that are relevant to any aspect of our work, and to work openly with any professional body that wishes to audit our organisation or which wishes to investigate any perceived wrongdoing.
 - 1.2.6 To always do our best in all our activities and to foster a belief in excellence in our learners, clients and colleagues.

Signed

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Date

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