

SUPPLIER CHARTER

At the core of the **EAST VILLAGE.** ethos sits the desire to have a positive impact each and every day. From the words we use and actions we take; to the campaigns we work on and the partnerships we make: our aim at EV. is always to leave things better than we found them.

Never ones for empty promises, quick-fixes, or virtue signalling, we take our long-term commitment to 'doing good' seriously... and we'd hope that goes for you too. That's why we've established '**The EV. Client and Supplier Charter**' - the external equivalent of our own internal The TeamEV Charter - so that we can ensure that we're all on the same page when we work together.

We know that committing to change can feel daunting; but when it comes to fixing up our industry, and yours, we believe that clear intentions and sustainable actions will always speak louder than words.

Therefore, we hope that this Charter will help us both to hold each other to account, so that together we can enact small changes that truly go a long way.

OUR PROMISE TO YOU...

How we work together

We know that choosing to work with an agency is a big decision and choosing the right one is crucial; that why we're committed to working in ways that benefit and support you.

- We commit to matching you with the right team for your business, with the appropriate experience and skillset.
- We'll work with you to find the best ways of working, adapting to you and your team's needs with respect to accessibility and flexibility.
- With clear shared expectations around working practices, deliverables, deadlines and costs, we will work with you to resolve issues or problems in a timely, respectful and transparent way.

Our people

Our people are our power and TeamEV truly is the best in the business. You will benefit from the whole team's diverse experience, providing creative, reflective, and expansive advice.

- Our team juggles caring responsibilities and family commitments alongside their day jobs, and we offer flexible working across to all of our colleagues. Therefore, where they are working alternative hours or shorter weeks, we will keep you informed and ensure that, where necessary, your work is covered when they are not available.
- As a team that offers crisis comms support, there will be periods of stress and long hours. Therefore, for the benefit of both teams, we will work with you to avoid this wherever possible and have wellbeing support on offer.

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THE FLIP SIDE: WHAT WE ASK IN RETURN...

Like conversations, relationships flow both ways; therefore, there are a few commitments we ask you to pledge to too.

Respect is key

We believe that everyone has the right to feel valued, supported, and heard at work, and while we work hard to guarantee this internally, there's only so much we can do without your buy-in too.

- We ask you to share honest, constructive, and respectful feedback, treating TeamEV's members with respect, regardless of role.
- As a business that commits wholeheartedly to diversity, equity, and inclusion, our team holds a broad range of faiths, and none. Many religions have specific days or periods that require additional observances for their followers, and we feel it is our duty to honour these. We ask that you do the same.
- Our TeamEV culture is one that accepts – and actively encourages – difference of opinion, giving our colleagues the safe space to respectfully challenge one another. We ask that you embrace this and welcome the value of different perspectives.

Committing to Diversity, Equity, and Inclusion (DEI)

As a PR and marketing agency, which is responsible for communicating to a range of audiences on behalf of clients and ourselves, our aim is for our workforce to be truly representative of all sections of society and our clients.

- Be conscious of the words you use and the impact these can have beyond your own experience. As a comms agency, we know just how powerful words can be, with the ability to exclude, upset and reinforce stereotypes.
- We commit to being a National Living Wage Employer, ensuring all our team earn at least the national living wage, instead of the minimum wage. Therefore, our level of support, and accompanying fee, may be increased at any time during our agreement – subject to Written Approval – to facilitate this, and we ask that you respect this.
- We encourage you to foster a public policy around DEI in your own workplace, and would love to help you to do this. At the same time, we invite you to challenge us on our DEI commitments, holding us accountable for what we have pledged. We might not know all the answers, but we'd love to hear your thoughts, share our ideas, and lay-out a strategy together.

We know that this process is a journey, not a destination, and one that is about learning as much as leading.

We look forward to working with you to ensure that we are each becoming businesses that our teams can be proud to be part of.