



The DuoCall Way

Our core values into practice

DuoCall is quickly emerging as the natural alternative to conventional telecoms suppliers. Our enthusiasm and commitment to excellence are the corner stones of our business and continue to fuel our growth within an increasingly aggressive industry. It's why we're now seen as South Yorkshire's alternative to working with BT. *James Bradley, Director*

OVERVIEW

DuoCall is a specialist in providing unified landline, broadband, mobiles, systems and cloud solutions to businesses across the UK. Our mission to supply customers with a quality, low-cost and sustainable service has increased our presence in many geographic and product markets, placing us within a unique position to make a positive change to the industry we work in.

Corporate social responsibility is an essential factor to our success. As our business grows we recognise the importance of sharing benefits with our local communities and are committed to reducing our impact on the environment. We have underpinned our approach with three core values:

INTEGRITY

Telecommunications is an industry well known for its poor service. DuoCall recognise this needs to change. Honesty and simplicity in what we do is at the heart of our operations, to ensure not only customers, but all of our stakeholders benefit from a trustworthy and respectable supplier.

Our commitment to providing employees with a safe and "open" environment, our ongoing dedication to professional development and our appreciation and respect for our employees proves fundamental in sustaining enthusiasm, creativity and excellence in what we do.

INTEGRATION

We continue to invest and work with local communities and charities to ensure that DuoCall's benefits are fed back into the community, including preferential trade with local businesses wherever possible. Our dedication to improving the social and economic state of these communities has developed our reputation as a preferred supplier and employer within South Yorkshire.

We also respect that both individual and organisational cultures may be different from ours and take proactive steps to ensure that our working relationship with both customer and supplier is strong and based on mutual respect.

INNOVATION

We understand DuoCall has a responsibility to reduce its impact on the environment and believe that innovation is the most effective means of achieving that. We have also constructed a clear policy and targets for the coming year as a continuance of our ongoing efforts to become more sustainable. We recognise that recycling is hugely important in our industry so wherever possible, we have established channels in order to reuse or recycle our telecoms equipment.

We continue to remain at the forefront of innovation, utilising industry leading technologies such as video conferencing to reduce our emissions and promote cleaner technologies to our customers. This enables us to supply businesses with the most efficient telecom solutions in order to stimulate the local economy and promote sustainability in both our micro and macro environment.

By embedding these three values into DuoCall's operations, we have developed a safe, friendly and sustainable working environment. Our ongoing dedication to improvement will no doubt make 2015 another successful year.

For more information:

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