

Policies, Principles and Values Statement



About Us

Mentor Communications Consultancy Ltd (known as Mentor Consultancy) was launched on 1st January 1999 incorporating the sole proprietorship, Magnus Carter Associates (MCA), which operated successfully for nine years previously. Mentor expanded and continues to expand on the core services of MCA in Handling the Media, Presentation and Communication skills training and consultancy, issues and crisis management and audio/video production.

In 2007 Mentor Digital was created to help our clients communicate with impact across the Internet and all other Digital channels.

We offer world-class advice on Digital strategy and a Digital Production service to serve all client needs.

Mentor is positioned as a “high value” service. Our positioning statement is as follows:

We help you communicate with impact...

as an organisation...

as members of a team...

as individuals

Mentor strives to deliver the best training, consultancy and products, the best customer service and to employ the best people to help us develop a reputation for quality.

Our aim is:

To continue to develop Mentor as a leading communication consultancy

Policies, Principles, Values and Practices

1. General

Mentor is a limited company and therefore is necessarily profit driven. We do, however, consider ourselves to be lead in our business dealings by ethical values and principles.

2. Values and Principles

Mentor is concerned with **outcomes** and believes that certain values and principles engender a long term, harmonious and effective way of achieving them. The values and principles Mentor strives for include excellence, warmth, openness, respect, quality, creativity, personal development and harmony:

- Excellence in our products, training and consultancy. Excellence in communication both internally between staff and externally with clients, suppliers and others outside of the company
- Warmth and friendliness towards others
- Openness and transparency, both in relations with others and in practices
- Sharing of information and good practices and clarity of communication
- Respect for colleagues, associates and clients. Valuing others and working cooperatively
- Quality at all levels of company business from our office systems to the documentation we send to customers, our customer service to our products and training
- Creativity in finding solutions for clients, the advice we give, what we deliver and the way we work
- Personal development is very important to Mentor both in terms of staff and our clients. Mentor believes that the communication is the key to success on a personal and organisational level. We embrace the theory of Emotional Intelligence and the principles of Leadership.
- Harmony aided by clear priorities, objectives and lines of accountability.

3. Practices and Policies

Client relationships

Interaction with clients is based on good customer service skills and involves listening to clients, identifying their needs, suggesting ways of resolving their needs and offering

proposals and quotes for training, consultancy and/or mentoring to the client's satisfaction.

Effective working

As a small team, Mentor staff are committed to the need for effective working through a flexible approach to a range of roles which support excellent customer service.

Practical financial policy

Mentor aims to always pay invoices and bills on time. We also hope that Mentor's invoices are paid on time, In order to not fall into the cash flow trap, which can be devastating for a small business, and to allow Mentor to carry on delivering an excellent training and consultancy service, invoicing and collection of fees is carefully monitored by our credit controller. We offer discount on Speedy Payment Terms and take up our right to impose extra charges on invoices that go overdue.

Ethical and Environmental policy

Mentor believes that working towards a healthy environment is essential for the well being of our society. We recognise that our natural resources our critical to social and economic sustainability, which means taking wise care of our fresh water, oceans, air, grasslands, agro-systems and, at this time, particularly forests.

We are a small organisation but we take our responsibilities seriously in terms of the environment. We enthusiastically embrace measures such a recycling of paper, cardboard, plastic, print cartridges and computer technology; reducing our electricity and water consumption plus use of plastic bags and other harmful items; supporting organisations that are working constructively to help the environment or to raise awareness about environmental challenges that face all of us.

Our contribution to a healthy environment is high on our list of priorities and we ask all employees and associates to support our Environmental Policy.

Quality Assurance

Quality is of the utmost importance to Mentor. We focus on achieving the outcomes required by clients.

We constantly monitor and evaluate our training and consultancy, primarily through written feedback from recipients and can report almost 100% positive response to date. Mentor has a Quality Assurance Charter.

Charitable contributions

Mentor consultants give talks to schools and charities, offer special discounts and in some circumstances pro bono work to charities and businesses in the community and have sponsored Arts graduate prizes.