

Manifestos and Policies

Non-Disclosure Agreement

Client Version

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1. DEVELOPMENT MANIFESTO

1.1 Mission

Green Lemon Company's mission is to provide intelligent, user-enabling and effective software solutions to the ERP community. We believe that smart software design, development and deployment makes the world a better place for us all.

1.2 Objective

We have developed this manifesto to govern our;

- *engagement methodology and requirements capture/analysis*
- *design and iterative development processes*
- *quality assurance management*
- *third part collaboration, and;*
- *user experience and user engagement*

1.3 Declaration

(a) Customers

Our customers are as much part of our 'family' as ourselves and will be given open opportunity to benefit from our discoveries, successes, knowledge and innovation

(b) Contribution

We will openly decline projects that are beyond our capabilities likewise where we cannot deliver significant value for our customers and stakeholders

(c) Investment

All projects within our scope are opportunities to invest in new methods, skills, technologies and disciplines for the benefit of our staff and customers

(d) Research and Development

We will invest in R&D in those areas that impact our development efforts and where such R&D directly benefits all stakeholders, internally and externally

(e) Quality

Whilst profitability is important we value Quality more; our development activities will be managed in an environment of Continuous and Never-Ending Improvement

(f) Communication

Recognising that collaboration depends on excellent communication we will make communication flexible, frequent, relevant, valued and engaging

(g) Suppliers

Our suppliers are not costs they are intrinsic team members who allow us to deliver world-class solutions and will be treated as part of the GLC family

(h) Responsibility

We will not be involved directly or indirectly in providing services to projects we consider immoral, profiteering or that breach human rights

2. ETHICS MANIFESTO

2.1 Mission

Green Lemon Company is an equal opportunities and diversity employer. More than that we have a deep commitment, as expressed in our Mission Statement, to be a company where people love to work and feel valued in every way. We believe that commercial organisations have an ethical responsibility to their employees, customers, suppliers and the community in which we work.

2.2 Objective

We have developed this manifesto to ensure, we;

- *operate our business ethically and responsibly*
- *treat everyone with respect and dignity*
- *maintain fair and positive working-practices, and;*
- *embrace diversity*

2.3 Objective

(a) Equality

We believe that all people have the right to work and shall not be discriminated against by their origins, beliefs, sexuality and culture

(b) Diversity

We believe that diversity brings innovation, contribution and breadth of experience, targets for diversity that are part of our corporate scorecard

(c) Personal Growth

Our company, its executive and management will ensure that we give everyone opportunities for personal growth by providing training, coaching and challenge

(d) Sharing

The shareholders and directors are committed to sharing success with our staff, suppliers, partners and providing resources to our community

(e) Partners & Suppliers

We invest in positive and enduring relationships with partners and suppliers that positively support our Ethics and Development Manifestos

(f) Working Practices

We embrace industry good practice as expressed in our Development Manifesto likewise management, quality, legal, financial and HR good practices

(g) Contribution at all Levels

We believe that no one has exclusive rights to innovation, we ensure that our practices allow everyone to have a voice in what we do and how we do it

3. ENVIRONMENTAL POLICY

3.1 Mission

We believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods. It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

3.2 Objective

We have developed this manifesto to ensure, we;

- operate our business ethically and responsibly
- minimise any negative environmental impact of our activities, and;
- respect and protect the environment

3.3 Declaration

(a) Compliance

We wholly support and comply with or exceed the requirements of current environmental legislation and codes of practice

(b) Waste and Re-Cycling

We are committed to minimise our waste and then reuse or recycle as much of it as possible

(c) Utilities

We shall minimise energy and water usage in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable

(d) Impact

We shall apply the principles of continuous improvement and reduce any impacts from our operations on the environment and local community

(e) Supply Chain

We shall ensure that, as far as possible, we purchase products and services that do the least damage to the environment and encourage others to do the same

(f) Training and Awareness

We shall ensure that all employees understand our environmental policy and conform to the high standards it requires

(g) Complaints

We shall, with proper expediency, address complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned

(h) Review

We shall update our Environmental Policy annually in consultation with staff, associates and customers

4. Corporate Social Responsibility (CSR)

4.1 Mission

We believe that businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods. It is our priority to encourage our customers, suppliers and all business associates to do the same. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

4.2 Objective

We have developed this strategy to ensure we;

- operate our business ethically and responsibly
- embed Institutional Ethics in our operation
- fulfil our duties as moral actors, and;
- do all we can to benefit society at large and the communities we are part of

4.3 Declaration

(a) Treatment of Employees

We shall embrace diversity and equal opportunity, support the development of our staff, provide safe & pleasant working conditions and excellent remuneration

(b) Processes of Production

We shall ensure our processes and those of our suppliers do not contravene our Institutional Ethics and equally engender positive social and environmental impact

(c) Products and Services

We shall ensure our products and services are used solely for ethical purposes and refuse or withdraw from projects that conflict with our Institutional Ethics

(d) Supply Chain

We shall apply rigorous selection and monitoring of every part of our supply chain from supplier to customer who shall be expected to understand and act on the principals of CSR

(e) Human Rights

We understand and act on the requirements for businesses, supply chain and communities to respect and protect human rights

(f) Legal and Fiduciary Care

We shall undertake our commercial activities within the requirements of the legal and taxation frameworks of the countries in which we operate