



Eclipse Total Solutions Limited is committed to provide excellent customer satisfaction as our main goal.

We strive to deliver a quality service that meets both our own employees and the requirements of our customers/clients. This is our mission.

To achieve this, all staff must understand and ensure the following principles are adhered to:

For our clients

- Identify and understand our clients' requirements and ensure we can meet them.
- Maintain and build a good working relationship with our customers/clients.
- Encourage customer feedback, to help us improve our performance and service.

For our employees

- Employ and retain a skilled workforce and share our Company's vision and values.
- Provide a safe working environment for all.
- Provide training to all employees, to ensure they have all the relevant knowledge and skills to fulfil their duties.
- Engage with employees, to obtain feedback to help identify opportunities for improvement.
- Create an open and inclusive workplace in which everyone feels valued, respected and that their contributions are recognised.

For potential candidates

- All applicants to the business are treated equal and recognising the importance of diversity and inclusion in recruiting and retaining the skills and talent the company needs.
- Give unsuccessful candidates honest and constructive feedback on how they can improve on their techniques.
- Every candidate completes a personality and skills assessment, meaning each is treated equally and fairly.

The directors commit themselves to provide adequate resources to implement and communicate this policy effectively to all employees and exercise all reasonable skill and care in performing their duties and providing excellent service to our customers.