

# NobleProg

The World's Local Training Provider

## Corporate Social Responsibility Policy

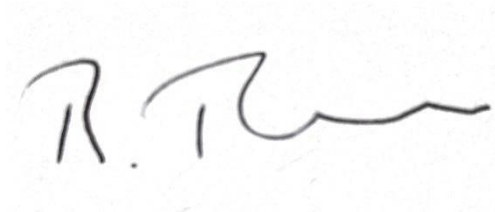
This Policy has been approved & authorised by:

**Name:** Benjamin Jenkins

**Position:** Owner / Director

**Date:** 1 October 2025

**Signature:**



**Review Date:** 30 September 2026

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## Introduction

Our Corporate Social Responsibility Policy (“CSR”) aims to set out our commitment as follows:

- To have a positive impact on society;
- Always working ethically;
- Upholding and protecting Human Rights;
- Being vigilant about the social, economic and environmental impact of our operations.

NobleProg UK, IE, NL, PT and ES as a group (hereinafter NobleProg) is committed to ensuring that any business undertakings are conducted with these commitments upheld as much as possible by following the policy set out below.

**NobleProg seeks to be a good corporate citizen in all aspects of our operational and business activities. We value the principles of accountability, honesty and integrity.**

## Our vision

NobleProg is an award winning advanced technology training and consultancy provider, predominantly operating in the field of Artificial Intelligence, Big Data / Statistical Analysis, Cyber Security, Machine Learning, Programming, Engineering, Cloud Computing, Networking and Robotics.

The company is owned by Benjamin Jenkins and is currently staffed by 12 Employees made up as follows:

Two Directors (UK);  
One Operational Manager (UK);  
One Head of Technology and Consultancy (UK)  
Three Learning Coordinators (UK)  
One Learning Coordinator (Portugal) employed by NobleProg LDA  
One Learning Coordinator (Spain) employed by NobleProg Espana  
One Trainer Recruiter (UK)  
Business Ambassador (Iberia) employed by NobleProg LDA  
One Financial Coordinator (UK)  
One Digital Marketing Apprentice (UK)

- Our commitment to the power of knowledge drives us to remain at the forefront of innovation. We work with organisations on a global and local scale across all industries, helping them embrace new technologies and embed innovation to achieve sustainable benefits.
- Our training offering is a primary focus of our business model, with an emphasis on Digital Transformation and enablement. We work dynamically with our partners to deliver tailored training and facilitate an understanding of the art of the possible, empowering people to embrace new methods and technologies to achieve tangible results.
- Our consultants provide practical advice, helping our customers develop innovative Digital strategies with an emphasis on return on investment and business value.

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- Our consultants have experience of designing, leading and supporting change initiatives, from proof of concept to large scale programmes and advisory services.

## Employee Welfare

NobleProg values, respects and listens to its employees.

We strive for a vibrant workforce, energised by the goals we set and our collective ambition. We believe that every employee plays an important role in achieving those goals.

## Our Equality Promise:

NobleProg is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give their best. To that end the purpose of this policy is to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

## Our commitment:

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued;
- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated;
- Training, development and progression opportunities are available to all staff;
- All our employment practices and procedures are continually reviewed to ensure fairness;
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings;
- This policy is fully supported by management and employees.
- The policy will be monitored and reviewed annually as part of the overall review of our CSR policy.

## Health and Safety:

NobleProg takes the health and safety of its employees, consultants, agents and subcontractors seriously. We ensure that all employees, consultants, agents and subcontractors which it engages in relation to the training & consultancy services it provides observe all health and safety rules and regulations and any other security requirements that apply at any premises and authorised service recipients and to notify NobleProg as soon they are aware of any Health and Safety hazards or issues which arise in relation to the Service.

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## Communication with and personal development of employees:

NobleProg does not impose any restrictions on any employees opportunity to contact and communicate with management. There are frequent one to one sessions with every employee at which a standing item on every agenda is 'wellbeing'.

Further, a personal development plan is created for every employee and NobleProg aims to support every employees individual aspirations.

Our employees are always paid on time and they receive salaries above the minimum wage. Expenses are paid.

## Client Satisfaction

We send trainer evaluation forms at the end of every course and the results are automatically linked to our CRM and back end systems to ensure continual improvement. These forms assess the trainer's subject knowledge, delivery, educational approach (pedagogy) and our administrative coordination.

Further, we send 4 week evaluation forms to ensure we are capturing the feedback about the impact of our training course on the learner's capability in role.

## Quality and Standards

It is the aim of NobleProg to be one of the foremost providers of training and consultancy services in the countries we operate. It is our policy that all we do will be of the highest quality and that our operations are performed with the highest integrity, to ensure customer satisfaction.

Management and staff are fully committed not only to meeting these standards, but to exceeding them through a continual process of monitoring all activities and introducing improvements wherever possible.

### **NobleProg's approach to quality is based on the following fundamental principles;**

1. Conforming to requirements, having identified very carefully the needs of our clients, and the type of training required (accredited or professional skills development).
2. Ensuring consistent quality of service provision.
3. A service review process that encourages and uses feedback from our staff (both administrative and trainers), and our clients to continuously improve our service.

### **These principles are attained by:**

- Providing dedicated consultants / trainers who are experts in their specialist areas.
- Regular gathering and monitoring of Client and Candidate feedback, including a formal complaints procedure.
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers.
- Regular management reviews with all staff.
- Clear internal communication through a streamlined management reporting structure.
- Complying as required with the audit programmes of Awarding bodies.

To ensure that our approach to quality is successfully implemented, staff will be responsible for identifying Client requirements and ensuring that correct procedures are adhered to in order to meet those requirements. The company's Management Team is responsible for maintaining quality

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standards through conducting regular performance reviews / appraisals and providing training in line with staff needs. The company's Management Team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognise good service.

The quality principles and related targets/objectives will be communicated to staff through day-to-day management, formal monthly review meetings and annual appraisals. Training will also be an integral part of the strategy to achieve quality policy objectives.

We have a QMS (Quality Management System) Quality Manual, Modern Slavery Policy and Anti-Bribery Policy.

## **Environmental Commitment**

NobleProg understands that we all need to consider the environmental impact of our actions. We share the view that companies must have an awareness of the impact of our operation on the planet.

At NobleProg we have implemented the following practices:

- We are consciously paperless;
- Our employees are predominantly based at home and therefore do not regularly commute;
- We promote remote training where appropriate to prevent unnecessary travel;
- Where remote training is not appropriate we will try to minimise our carbon footprint by finding the most local trainer who meets the clients' needs.

Any organisation that is ambitious to become more environmentally conscious and contribute to a sustainable planet will benefit from considering what advanced technology can do to help them deliver eco-working practices.

We are continually considering the ways in which the knowledge we offer can contribute to an organisations environmental ambitions.

Please also see our Environmental Management System.

## **Community and Charity Engagement**

At NobleProg we are constantly engaged and enthused by the power of knowledge and the benefits it provides individuals and society as a whole. That is why we are committed to supporting charities who share our passion and provide opportunities for education and training to young people from disadvantaged backgrounds.

NobleProg is proud to support the Samaritans, Save the Children, the School Sports Trust and Bath City Foundation and the vital work they undertake. We have previously raised funds for EduKid, a charity based in Devon with the following aims:

To provide primary, secondary and vocational training, university scholarships, and schools packs for

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children affected by war and poverty.

In particular encompassing the following groups:

- Former abductees (child soldiers);
- Orphans and child led families;
- Those with disability or illness;
- Those unable to support themselves or their families as a result of war.

NobleProg supports the engagement of our employees in the local community and charitable projects and we encourage employees to take part in events / challenges to raise funds. NobleProg will make a donation to activities undertaken by employees.

One of our employees has acted as the Chair of Governors of a Primary School (spanning 12 years) and NobleProg supports the time required to contribute to this role. One of our employees volunteers in the local community as a youth age football coach. One of our employees is a volunteer with the Women's Institute.

Since 2024 NobleProg has been developing our Next Gen Training programme, focusing on delivering free advanced technology training to care experienced young people. With the help of our partnerships with the Care Leaver Covenant (DfE funded) and Thrive Careers Hub in Liverpool we have delivered learning events in Artificial Intelligence, Cyber Security, SQL and Agile ways of working.

## **Commitment to Information Security**

NobleProg is Cyber Essential Plus certified.

NobleProg is ISO 27001 certified (Bsi)

Attaining these standards / certifications and investing in the security of our systems, processes and people demonstrates NobleProg's commitment to ensuring that our client's information and data is safe.

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