

Business and employment charter and policies



Updated July 2022

Vision and mission

Our purpose: Ngātahi Communications exists to amplify the voices of Aotearoa's changemakers.

Our vision: Our dream is an inclusive Aotearoa where every organisation works together with their community to address inequalities, and take action on social and environmental issues.

Our mission: To inspire and strengthen Aotearoa's impact organisations through purpose-driven communications and engagement strategies.

Our Values

- **Kotahitanga:** Collaborating for collective action
- **Whakawhanaungatanga:** Establishing strong, long-term relationships
- **Inclusion:** Seeking diverse perspectives and creating inclusive approaches
- **Mana-enhancing:** Empowering people and communities to lead their own change
- **Impact-focused:** Putting social, cultural and environmental outcomes at the centre.

Employment Charter

Employer responsibility

Ngātahi Communications has a responsibility to look after its employees (including independent contractors) and to provide a safe, healthy and stimulating work environment. These obligations include but are not limited to:

1. providing a safe and healthy work environment;
2. complying with relevant employment legislation and employment agreements;
3. fostering the professional development of all employees in alignment with organisational needs;
4. being an Equal Opportunity Employer; and
5. honouring the principles of Te Tiriti o Waitangi.

Employee responsibility

Employees (including independent contractors) have a responsibility to contribute as effectively as possible to Ngātahi Communications' vision and mission. This includes but is not limited to:

1. behaving in a manner consistent with organisational values, legal, statutory and regulatory requirements, including the codes of conduct and/or ethics of any professional body of which the employee is a member or with which Ngātahi Communications has formal or informal ties.
2. behaving and presenting themselves in a professional manner.
3. developing and maintaining positive working relationships with clients, colleagues, suppliers and others with whom Ngātahi Communications has a professional relationship.
4. supporting a workplace free of discrimination and harassment.
5. fulfilling the requirements of their employment or contract for services agreement, including following Ngātahi Communications' policies and procedures.

Diversity/equal opportunities policy and procedures

Ngātahi Communications is dedicated to creating an inclusive environment where all contractors, employees, suppliers and clients are encouraged to reach their full potential, and individual differences are valued and respected. We are committed to equal opportunity in all our employment policies and procedures.

“Diversity” refers to all the ways in which we differ. It includes visible differences such as gender, age, ethnicity, physical appearance and disability, as well as underlying differences such as religion, sexual orientation, and cultural background.

“Inclusion” refers to creating a work environment and culture where all differences are valued, respected and leveraged.

Everyone has the opportunity to learn, develop, contribute and achieve in the workplace at Ngātahi Communications.

Policies

Accessibility

Considering accessibility enables all people to participate fully in society. Ngātahi Communications expects all employees (including independent contractors), clients and suppliers to apply full consideration to physical, social and personal accessibility needs in all business activities. These include but are not limited to:

- building accessibility (including access, lighting, signage or parking).
- electronic availability (allowing for visual, dexterity and hearing impairments).
- a New Zealand Sign Language (NZSL) interpreter as needed.
- catering for support person/s and special needs animals.

For more information see: [Accessible meetings and events guide](#) from the Office for Disability Issues New Zealand.

Commitment to Te Tiriti o Waitangi

Ngātahi Communications believes that effective relationships are underpinned by a respect for values, and for Te Ao Māori (the Māori world view). We operate within the spirit of the intent of Te Tiriti o Waitangi (The Treaty of Waitangi), aspiring to build the types of relationships envisioned by the Treaty, and to apply the Treaty in practice to every interaction and in all our communications.

We believe that strengthening relationships between tāngata whenua (first peoples) and tāngata Tiriti (all those who have come by right of Te Tiriti) is critical to community-led change. We encourage the use of te reo Māori and tikanga Māori (Māori language and protocols) and give consideration to the concepts of kāwanatanga, tino rangatiratanga, ōritetanga and wairuatanga (governance, self-determination, equality and spirituality) within all aspects of our daily business. We promote and support our suppliers and clients to do the same.

Working with suppliers and third parties

Ngātahi Communications will source, engage and manage suppliers in a professional, consistent and fair manner, giving priority to those that are local and/or from underserved communities. We also monitor the performance of suppliers and third parties against these requirements.

We seek suppliers and collaborative partners who:

- are conducting for-purpose business or activities
- pursue social, environmental and economic sustainability goals in the delivery of their goods and services
- meet Ngātahi Communications’ business objectives and adhere to our Supplier Code of Conduct
- provide the best overall value over the life of the goods/services
- carry out their business in a transparent, auditable, consistent and responsible manner.

Personal information and privacy

Ngātahi Communications treats all information and the business activities of our clients, staff or contractors, and suppliers as confidential and has practices and controls in place to ensure that the personal information of its clients and any suppliers, staff or contractors is respected and not used or shared inappropriately. We are committed to upholding our obligations as laid out in the Privacy Act 2020. Our full privacy and records management policy is available [on our website here](#).

Record management

Ngātahi Communications complies with accounting and financial reporting rules and laws. We ensure all transactions are recorded accurately and truthfully and ensure that all records are retained and disposed of appropriately, in line with best business practices and our legal obligations.

Environmental policy

Ngātahi Communications believes that sustainable business practices are fundamental to our future. We strive to minimise the environmental impact of our daily business operations. We actively seek and embrace initiatives that protect the environment.

Ngātahi Communications commits to sustainable business practices by:

- Sending electronic invoices and other client communications to minimise the paper wastage and unnecessary carbon emissions of printing and mailing such documents.
- Maintaining electronic records. Where possible, all documents and files are held electronically rather than printed.
- Managing waste generated from our business operations, according to the principles of reduction, re-use and recycling.
- Ensuring environmental criteria are taken into account in the procurement of goods and services; we look for suppliers that share the same philosophy and goal of reducing environmental impact.
- Remote workspaces: We work remotely and encourage meetings online or in other shared spaces to minimise our carbon footprint in unused resources (electricity, space and travel).
- Complying with all relevant environmental legislation, including the guides for handling and disposal of hazardous waste.
- Offsetting carbon emissions from travel through tree planting.

References

- [Worksafe: Hazardous Substance Regulations](#)
- [Trees that Count](#)
- [Toitū Enviro Marks and Carbon Marks](#)

Commitment to clients

Ngātahi Communications has an intrinsic desire to support organisations that address social and environmental needs and/or provide social and environmental benefit as part of their core business. Our ideal client organisations are those that are headquartered in Canterbury.

We prioritise a commitment to serve clients within the following disciplines:

- Mental health
- Disability support services
- Youth development
- Older persons' health
- Community development and wellbeing
- Whānau ora / cultural health

- Migrant community health
- Social welfare support
- Environment/sustainability.

We have an affinity to clients within underserved communities, with a priority focus on Māori and ethnic minority groups, and disability sector organisations.

The underserved communities we primarily focus on serving are:

- Māori, whānau and iwi
- At-risk children and youth
- Disabled people and their whānau
- People with mental health challenges and their whānau
- Migrant families (culturally and linguistically diverse communities).

We commit to serving at least 75% local and independent clients or customers.

We commit to serving 90% social or environmental impact focused organisations.

We strive to deliver up to 5% of our client hours pro-bono to support social enterprise and not-for-profit initiatives in our local community, with a focus on inclusive community development.

Commitment to local suppliers and communities

We commit to purchase core products (at least 50% of non-labour expenses) from independent suppliers local to where the product will be used, or to our Ōtautahi Christchurch base.

While we are a remote working organisation, it is important to us that we live by our value of whakawhanaungatanga. We aim to hire local wherever possible, so our team can come together as a workplace or with clients and take time to build those important relationships that enable authentic communications.

We also commit to supporting local through partnerships and sponsorships in our community. Since 2017, Ngātahi Communications has worked alongside diversity and inclusion festival 'The Christchurch Holi Festival of Colours' as the pro-bono communications partner.

Communications ethics

We believe in holding ourselves accountable to high standards of ethical communication and this applies to all of our marketing, advertising and customer communications.

We are a strategic communications business that lives by our values. We are committed to serving our community by being open and honest in all kōrero. This means that we won't advise you to do anything we wouldn't be comfortable in doing ourselves.

We design communications and engagement strategies that put people, communities and the environment at the centre. This means that we believe authenticity and relationships are critical to sustainable communications.

We learn and evolve, and this means we always listen to the voice of experience. We actively seek feedback from our customers and the communities we serve, and we also take on board unsolicited feedback. As part of our commitment to living by our values, if we edit any of our public communications in response to feedback, we will always explain why we have done so.

If you wish to share feedback with us, please visit our [feedback form webpage](#), or contact hannah@ngatahi.co.nz.

Electronic Communications

By signing up to our mailing list or joining us as a client, you consent to receive commercial electronic messages from us. If you wish to opt out of receiving these messages, please use the unsubscribe link or tell us in writing and we will remove you from the mailing list.

United Nations Sustainable Development Goals

In 2015, New Zealand signed up to the United Nation Sustainable Development Goals, a blueprint to achieve an improved and more sustainable future for us all. As part of our individual commitment to these Sustainable Development Goals, Ngātahi Communications works on projects that contribute to:

- Good health and wellbeing – Ensuring healthy lives and promoting wellbeing for all, at all ages
- Reduced inequalities – Ensuring equal opportunities and reducing inequalities for our marginalised communities; including age, sex, disability, race, ethnicity, religious beliefs or economic status.
- Partnerships for the goals – Working towards shared goals and visions that place people and planet at the centre of partnerships.