

GLOBAL4 COMMUNICATIONS

bsi ISO 9001 Quality Management Systems CERTIFIED FS 597982

bsi ISO/IEC 27001 Information Security Management CERTIFIED IS 694610

ESTABLISHED FOR OVER 23 YEARS

An Introduction to Global 4 Communications

Inside you will find more information about us as a company, our core values, our employee benefits, as well as our company aspirations.

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Our Employee Benefits

Our Employees are the most important asset to the success of our business. We aim to attract the best people and ensure that they want to stay with us long term. We encourage an environment where success is celebrated, and our employees are supported to drive change and implement business improvements.

It's so important that we foster a culture where our employees enjoy coming to work and know that they are supported, which is why we're passionate about our employees having fun while they are at work. We recognise the pressures that we face daily, so creating a culture where we work hard and have time to enjoy ourselves is at the forefront of our agenda.

Our annual company parties are the highlight of the year and a fantastic opportunity for everyone to get together and celebrate our hard work. In addition, we host award ceremonies, provide company lunches, host office fun days, and support our employees to work with charities in the local community.

In addition to the above, we are passionate about valuing the health and wellbeing our all of our employees. To recognise this, we provide 24/7 access to the BUPA Healthy Minds Service, Eyecare vouchers, Death in Service Benefit, and discounted gym memberships.

We value each of our employees and put trust in them to help the business achieve its goals.

Please see the next page for a full list of our Company Benefits.



Benefits of working with us



Discounted Broadband and Utilities

We always put the customer first. Everything we do here at Global 4 revolves around benefitting our customers and their businesses.



Buy and Sell Holiday Scheme

Not going to use all of your holiday allowance? You can sell your holiday back to us and receive extra money.



Eye Care Vouchers

We know how important eye care is, so all of our staff receive Vouchers for eye tests, completely free.



Company Incentives

Our staff receive company incentives such as being taken out for lunch, or even receiving a bonus.



Paid Charity Leave

Love helping out Charities? We'll give you paid leave so that you can go out and do your bit.



Discounted Gym Memberships

All of our staff can receive a discounted gym membership at the local Horsham gym.



Holiday Allowance

All of our staff receive 33 days holiday allowance, including bank holidays. You will also receive 5 additonal days leave, based upon your length of service.



Death in Service

Should anything happen to you, whilst working for Global 4, we'll pay out a lump sum to your nominated beneficiary.



Friday Fridge

Every Friday afternoon we like to put our hair down a little and open up a fridge full of drinks.



Refer A Friend Scheme

Know someone that would love working for Global 4? Refer a friend and you can receive £1,000 from us!



Bright Ideas Scheme

Have an idea that you think might help develop the business? Put it forward and we'll give you £250.



Kudos Recognition Scheme

We run a Kudos Recognition scheme where if you go the extra mile, you could get rewarded; including days out.



Growth and Development

Here at Global 4 we're passionate about supporting our staff and providing them with genuine development and career opportunities. This can be seen in the fact that over 70% of our leadership team have been promoted from other positions within the business!

We've invested heavily in our training infrastructure, with onboarding plans for new starters being robust and in depth. We're also proud of the culture and environment we have here at Global 4, whereby knowledge and individual development are at the forefront of what we do, playing a pivotal part in the business's success.

Whilst providing staff with training might seem like a rather straightforward task the reality is quite different! A lot of time and resource is required to deliver meaningful and impactful training which is key to Global 4s future and how we stand up against our competitors, so you can be sure to be supported and to receive in depth training not just at the start of your journey with Global 4 but on an ongoing basis.

Supportive Leadership Team

All of our leadership team showcase real passion to supporting and helping to develop their staff, throughout the business.

Regular Targeted Training

We have regular reviews on our staff's progress in order to provide them with targeted training in order to develop their skillset.

Job Profiles & Clear KPIs

We set clear and concise KPIs as to what is expected of our staff to ensure that we're always staying on track.

Team & Individual Incentives

We're all about work hard, play hard. We offer our staff both team and individual incentives for their work within the company.



We deliver results and quality with passion and trust.

Our Core Values

Customer Centric

We always put the customer first. Everything we do here at Global 4 revolves around benefitting our customers and their businesses.

Solution Driven

We are always innovating to ensure that we constantly provide our customers with the latest and best-in-class technology.

Passionate

We are passionate about giving the very best service to our customers, as well as supporting our staff in their career development.

Honest

As a business we pride ourselves on being honest and transparent to both our customers, as well as our staff.



The Global 4 Culture

01 Communicate

All teams have a team-based daily huddle where we communicate what we are doing for the day and support each other with any challenges we may be facing. We also hold a Company Comm Cell which takes place every quarter. This level of communication is the biggest part of our business, and we need employees who are natural communicators, who can communicate clearly both internally and externally. In lots of businesses, you find senior management silo their work and don't speak with each other, however here at Global 4 there's a coherent communication strategy that begins from the top and filters all the way down through the business.

02 Challenge

We are looking for people to join the business and pro-actively think about why things are done in certain ways. We really do encourage our staff to challenge the methods being used, and if there are ways in which they think these could be improved to communicate these constructively.

We have a bright ideas scheme whereby we actively pay staff for their idea. If your idea is implemented we will pay you £250!

03 Change

Here at Global 4 we recognise and embrace the fact that the telecoms industry is forever-evolving and that we must provide innovative solutions to our customers. Our staff embrace change and understand the importance of moving with the times and new technology. For this reason we are continually looking to transformation the business and find new ways to provide expectational service and customer experiences. From an employee perspective our staff recognise that over the last 5 years we have transformed from being a small family business to being a medium sized organisation that takes care of its staff whilst retaining that family feel.

04 Celebrate

Celebrate Good Times! We certainly know how to celebrate in style here at Global4 and we understand the importance of creating and maintaining a fun working environment. Yes we all work hard but we also celebrate the small and big wins on a daily basis. Our Christmas parties are in fact legendary and we have multiple team days out throughout the year, including our annual Kudos Trip - Next year, Kudos winners will be jetting off to Croatia for a 4 day break!

Meet our Team of Directors



Chief Executive Officer

Nigel Barnett

Under Nigel's leadership, Global 4 has set out to make telecommunications better for business by introducing market-leading solutions, addressing the issues that frustrate and annoy customers through highly efficient customer service. Nigel believes that excellent customer service can be provided by focusing in on attention to detail of the customer's requirements.



Managing Director

Carl Barnett

As Managing Director, Carl Barnett oversees overall co-ordination, management and leadership of Global 4 Communications. Key functions include development and execution of company strategies, key account management and management and leadership of the various teams. Carl works in collaboration with the Global 4 marketing team to identify and develop marketing initiatives and new customer service opportunities.



Operations Director

Russ Barrett

Russ is an accomplished Technical Engineer, Manager and Director with over 20 years' experience in heading up large teams and complex projects. He's highly experienced in Telecoms and IT installations as well as maintenance, logistics, and provisioning. Russ first joined the telecommunications industry in 1998 as a trainee engineer



Finance Director

Richard Ellis

Richard is a fully qualified accountant and highly competent professional Finance Director with experience of successfully supporting significant growth and strategic company business plans. A results driven, commercially aware individual that thrives on working in collaboration with the business to facilitate ambitious growth plans.



Sales Director

James Routledge

James Routledge has been with the business for over nine years and has proudly progressed through the company, starting as a telesales representative in 2012 and working his way through the ranks to Sales Director today.Renowned for his determined work ethic and natural sales ability, James works closely with the whole sales team.

Here's what our Employees say.



Steph Hanlon | Senior Project Manager

I have 7 years of telecoms project management experience. With a proven track record of excellent organizational skills in planning, deploying and overall management of SME to Enterprise projects. I love my job, which constantly provides new challenges, resulting in no day the same. Colleagues are there to help communicating and challenging for the best outcome. At the end of the day, we are all keen to celebrate success with a cocktail or two.



Zuleika Brattle | Head of HR

My favourite things about working at Global 4 are the people I've met and the opportunities that have been given to me. I joined Global 4 almost 3 years ago and was made to feel a part of the family from my first day, everyone has a shared vision to continually improve and support one another and that genuinely makes it a great place to work! The support and guidance that my colleagues and the SMT have provided has been invaluable and I cannot wait to continue my career within Global 4.



Sean Duffy | Engineering & Logisitics Team Lead

I've been with Global 4 for many years now seeing the many changes in telecom solutions we offer. I'm very proud to be a part of the continued growth of Global 4. I work in the Business Operations side of the business as Logistics & Engineering Team Lead, a role I thoroughly enjoy; covering a variety of day to day challenges to make sure engineers and associated kit are at the right place at the right time. Global 4's culture for exceptional customer service is built around quality and team work and this is a major factor for how enjoyable the role is. I get to work with skilled Engineers along with a motivated driven operations team. I would thoroughly recommend a career with Global 4.





Here's what our Employees say.



Sam Robichaud | Customer Support Advisor

I have been working in telecoms for over two years in mixed roles and moved to Global 4 after relocating. The role I came into was newly established within the business support team and over time has developed into an exciting and challenging role where no day is the same. The support from my colleagues makes working here a joy and we are always ready to celebrate with good food!



Guy Archibald | Business Development Manager

At Global 4 I have held the roles of Solutions Delivery Partner, Solutions Delivery Team Leader, Mobile Specialist and most recently moving into the Business Development Manager role. During my time with G4 I have been able to; learn new things, grow my skillset, expand my knowledge of the industry and progress my career whilst also meeting some excellent people. Constantly improving, onboarding new technologies and products/processes to deliver the best unified bespoke telecoms solutions in the UK, Global 4 are always striving to be at the forefront which makes it an interesting place to work. It's easy to grab the ear of any of the SMT and everyone is keen to listen to any ideas for improvement staff may have – I am very happy to be a part of the Global 4 family and encourage anyone who is keen to drive their own career in Telecoms forward to join.



Katie Edwards | Sales Administrator

I work in business sales team as one of the Sales Admin and I have been in this role for a year and a bit now. Over the year I have really enjoyed working for global 4 as everyone is very inviting and makes you feel at home, everyone is willing to help you when you ever have a question no matter what team you are in. For the short amount of time I have been here the company have shown me so much support in progression within my role and myself.

About Global 4

Global 4 deliver a range of services to business clients across the whole of the UK, from cloud telephone systems, data connectivity and mobiles through to gas & electricity. As a forward-thinking business utilising the latest technology, Global 4 support a wide range of clients employing between one employee and thousands!

Our class-leading service is unparalleled and our proposition enables us to welcome hundreds of new customers every year whilst retention is at an all-time high. Our business continues to grow, and we need like-minded, hard-working, and adept individuals to support this growth.

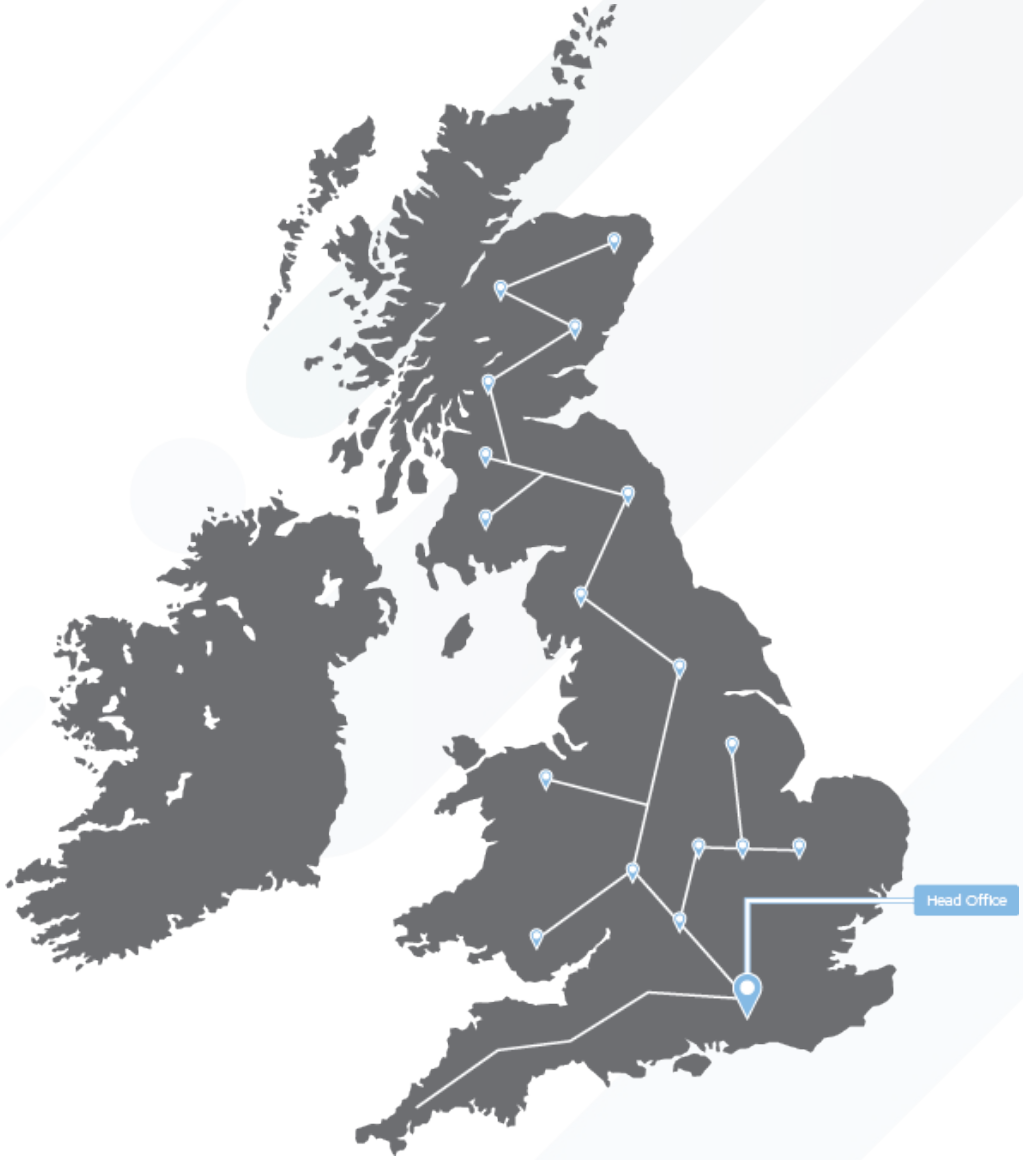
Our Trustpilot rating sits proudly at 4.9 stars in demonstration of our customer satisfaction, whilst our internal processes and security are backed by both ISO9001, and ISO270001 accreditations. We're also proud to be an Equal Opportunities and a Living Wage Foundation employer. We have been established for over 23 years and offer our staff job security, with none of our employees being placed on furlough over the last year throughout the pandemic.

Global 4 is the perfect place to forge your career.

We are a Living Wage Employer

Established for over 23 Years

Trustpilot



An award-winning company with world-class solutions.



Hosted Telephony

Global 4 partners with 8x8 to provide world-class voice, video and chat communi-cations – integrated with your business, hosted securely in the Cloud.

Business Broadband

With access to the UK's most sophisticated broadband network infrastructure, Global 4 offers a range of high-speed business broadband and IP services to meet your business needs.

Multi-site Data Solutions

MPLS provides your company with access to a completely private network which permits your business the ability to fully regulate traffic, creating a more secure end to end connection.

Energy Solutions

Our energy team will review your current costs and take any hassle involved in changing your provider away.

Mobile Solutions

Global 4 also provides highly competitive mobile phone packages for businesses on the move. We take care of everything all under one roof, with our dedicated Account Managers.

IT Solutions

When it comes to IT here at Global 4we listen, identify and recommend services that will change the way your business works and as always, keeping you connected wherever you are.

8x8 2021 SMB Partner of the Year

The Billing People Awards 2021 WINNER Reseller Billing Team of the Year

Best Contact Centre Customer Solution 2021

Our Company Vision

To utilise the latest technology, by delivering an innovative and effective communications solution. **Delivered through an exceptional service by our passionate and customer focused teams working to simplify businesses telecommunications needs.**



We’re making a difference to the environment



A Greener Telecoms Provider

Global 4 is working hard towards reducing its carbon footprint with the following green policies in place:

- ✓ Saving paper with online billing, reporting and monthly electronic invoicing.
- ✓ The use of FSC paper for all printed literature.
- ✓ The use of web conferencing for training to reduce the need for travelling.
- ✓ Recycling facilities at head office.
- ✓ Employing remote workers reducing staff travel.
- ✓ The re-use of telephone systems and equipment whenever possible.
- ✓ Head office is powered by energy that is generated from renewable sources such as hydroelectricity, wind and solar power.
- ✓ All of our Engineers vehicles are Hybrid.

We’re commited to helping our community.

Our Charity Work

Global 4 are actively supporting The Olive Tree Cancer support group. They are a charity who are open to everyone who is impacted by cancer. The aim of the Olive Tree is to provide therapeutic care to cancer patients, their friends, family, and careers, enabling them to cope better with their situation, disease, and treatment.

Despite the Effects of the Pandemic Global 4 have been committed to making a difference in 2021-22 and have raised near £2000 to support Olive Tree. This has been raised from a combination of Raffles, bake sales and sponsored walk. Next year we hope to be hosted a large fundraising event and provide even more support.

Over Christmas we funded, created, and delivered present hampers to families affected by cancer on behalf of Janes Wish charity organisation. They have since provided photos of the children opening their gives and by the looks on their faces you can tell how much joy these have bought in troubling times.



JANE'S WISH
FOR CHILDREN AFFECTED BY CANCER

the olive tree
supporting you through cancer