



MISSION AND CORE VALUES

Our Mission

“To provide cost effective, quality services to customers in the East Midlands and surrounding areas, We will achieve this by providing excellent service delivery through trained. competent and professional staff who have a strong focus on customer satisfaction”

1. Our Core Values

Our core values represent how we as a company and employees want to conduct ourselves in everything we do. These values form the pathway to reaching our mission and achieving our objectives.

a) Customer Focussed

Our customers are our lifeblood and their satisfaction paramount to ensuring a sustainable business that protects jobs and livelihoods;

- Commit to providing first class service to our customers and their customers;
- Treat our customers with respect, honesty and integrity;
- Be transparent in communications with our customers;
- Promote a positive culture and environment;
- Understand our customers needs and business priorities;

b) Technology and Innovation

We will be creative and original in managing our business, introducing new methods and ideas that will enhance customer service and improve the employee experience:

- Invest in technology to improve customer service;
- Use technology to improve the safety and wellbeing of our staff and others affected by their actions;
- Improve the perception of the security industry;
- Empower staff to think innovatively without fear;
- Embrace best practice and new ideas:
- Invest in the training and development of our staff.

c) People Focussed

Our people are our greatest asset and we will focus on their needs and development. To achieve this we will;

- Maintain high standards of appearance and conduct at all times;
- Provide uniform, PPE and equipment that is comfortable and provides the appropriate levels of safety;
- Provide training to help develop our staff to enable them to achieve their best ;
- Communicate with staff regularly, honestly and appropriately;
- Understand the need of our staff and help them maintain a work, life balance;
- Treat our staff with the respect they deserve. Don't ask staff to do something you wouldn't do.



Authorised By: *dwade*

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