

## Vision, Mission and Values Policy Statement

### Our Vision

To create a collective culture, passion and ethos that motivates and drives us to do the right thing, inspiring our staff to deliver better outcomes for our clients, and being accountable for our environment to create prosperous and sustainable communities.

### Our Mission

That every client, stakeholder, supplier, and member of staff, enjoys a consistently high standard of service.

### Our Values

- **Being Professional:**
  - We act with the highest standards of integrity and respect
  - We are self-motivated, conscientious and take ownership for the part we all play
  - We are open, honest and do the right thing
  - We are compliant, accountable for our actions and believe in excellence
  - We are committed to continuous improvement
  - We display high levels of expertise
  
- **Being Compassionate:**
  - We consider the impact on the environment and communities in which we live and serve
  - We add real value to our communities and help make our societies more prosperous
  - We are passionate about improving health & wellbeing
  - We are a great team, one that is collaborative, integrated and cohesive
  - We are hands on, proactive with a 'can do' attitude
  - We value each other and the individual contribution we all bring
  
- **Being Client Orientated:**
  - We put the client first
  - We continuously enhance client alignment through customer knowledge, customer empathy and shared values
  - We deliver real value, driving performance, efficiencies and economic impact
  - We're motivated to make things 'simply better'
  - We are curious, creating innovative solutions and successful outcomes
  - We have exceptional follow-through and follow up

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- **Being Positive:**

- We are personable and engaging, with a positive and open mindset
- We are inclusive and champion diversity
- We are friendly, relaxed and create a strong sense of belonging
- We promote personal growth, self-improvement and constant learning
- We're inquisitive. We speak up and ask questions
- We enjoy what we do, celebrate success and have fun

This policy will be reviewed annually as a minimum.

**Signed for the Partnership:**



**Duncan Green**  
**Chief Executive Officer**