Company Vision – Core Values

My Vision - is to become recognized as an industry major by our customers and competitors within the businesses sectors in which we compete and all associated industry. Fundamental objective and values include:

Accountability – Giving freedom of decision making to employees should allow for them to become accountable which means every employee assumes ownership and responsibility for their own work as it is more natural to make a commitment to personal decisions, regardless of the job they perform. By creating accountability means making decisions and holding oneself responsible for the consequences of those choices.

Confidence – Inspire self-confident people which will form the platform for employees to take initiative handle the unexpected, stand behind their convictions and support the efforts of others. Confident employees take bold, innovative, creative actions, capitalize on opportunities, make sound decisions quickly, and mobilize the best resources for rapid action.

Customer Focus - The company decisions and services are customer focused at all times; management and employees must remain committed to satisfying the expectations of the customer. In our company, the customer is the business and whatever the customer wants, needs or does this provides the energy for everything else.

Integrity – Encourage employees to do a job right by being honest, ethical, and having personal and professional integrity, means consistently treating all people fairly, delivering on promises, and taking personal responsibility for your actions.

Quality – Educate within the company that quality is the primary determinant of customer satisfaction and loyalty, and it requires employees to continuously provide internal and external customers with the right service...done right...the first time. In today's increasingly competitive business environment, better quality translates into increased value for our customers and, subsequently, better value for customers- this is the very essence of competitive differentiation.

Safety - Present that safety serves as a barometer of our company's overall success and that it is a specific measure of our operating excellence

Team Work – Teamwork is paramount for personal involvement and collaboration in a team environment. It includes setting a common goal in support of business objectives, making an individual commitment to the team's success and recognizing the success of the team. This would be realised through employees having a clear understanding of their role within the team.

Signature: **Position: Technical Director**

Review Date: 7th January 2022