

Vision and Core Values:

Our vision is to work in close partnership with each client to align strategies on the protection of people, product and property through centralised core functions and dedicated customer centric Operational Teams. By reviewing and analysing performance to develop and enhance processes, procedures and policies that achieve compliance and drive continuous improvement.

To achieve this we will “deliver effective, evidence based management systems in accordance to the recommendations of ISO 9001:2008 and other industry equivalent standards” with an aim to become ‘Best in class and be an employer of choice’ by;

- By delivering on our promises.
- By providing quality trained employees to promote effective service and aftercare.
- By respecting our colleagues.
- By providing innovative solutions.

To achieve this we will concentrate on the following aims of; Consistency; Continuity, Customer Focus; and Continuous Improvement.

Consistency

- Achieve a consistent and competitive service delivery and pricing policy.
- Ensure that our team understands their roles and the requirements needed to provide consistent standards.
- Ensure a high level of safety and compliance across the portfolio of services.

Continuity

- Commitment to the continuity of service delivery and supply.
- Development of long-term relationships with our clients.
- Ensure the proactive management of risks.
- Maintain contingency plans for unforeseen emergencies and events.
- Maintain high levels of staff retention through training, development and investment.

Customer Focus

- Providing total solutions to meet and exceed customer’s needs, with a proactive and flexible approach to service delivery.
- Empower staff and reward on service and excellence.
- Recognise the criticality of brand protection.

Continuous Improvement

- Introduce innovation in services and actively seek opportunities to increase value to the customer.
- Encourage new and more efficient ways of working.
- Involve all team members in the improvement process and share in the benefits of continual improvement.
- Establish with the client short, medium and long-term measurable goals.

Bryn Taylor
Chief Operating Officer

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