



Integrity

Being truthful and transparent in all business dealings; taking responsibility for actions and their outcomes; adhering to high moral principles and professional standards; ensuring reliability and dependability in actions and decisions; building and maintaining trust through reliability and integrity.

Respect

People: Understanding and valuing diverse perspectives and experiences; treating everyone with impartiality and justice; honouring and valuing the inherent worth of every individual; encouraging teamwork and valuing the contributions of others; fostering an environment where everyone feels valued and respected.

Environment: Acting responsibly, always considering how our actions impact the environment and the local communities in which we operate; focusing on reducing our carbon footprint through renewable energy sources, reducing waste, encouraging recycling, water management, paperless processes and reducing business travel where possible; supporting the local communities in which we operate.

Customer Service

Addressing customer needs promptly and efficiently; providing excellent and reliable service consistently; taking the time to listen to and understand customer requirements; anticipating customer needs and delivering solutions; seeking feedback and continuously improving to exceed customer expectations.

Partnerships

Building strong, mutually beneficial relationships with business partners and suppliers; ensuring fair treatment and ethical practices in business partnership and supplier interactions; maintaining open and honest communications with our business partners and suppliers; ensuring consistent and dependable supply chain practices; working with business partnerships and suppliers to promote environmentally friendly and sustainable practices.

Excellence

Encouraging creativity and new ideas to improve processes; striving for the highest standards in all work and outputs; emphasising personal and professional growth and development; focusing on achieving high performance and delivering outstanding results.