

# MISSION AND CORE VALUES

## 1. Our Mission

“To be a sustainable business that empowers our staff to exceed customer expectations through innovative and technological solutions and in meeting our regulatory and moral obligations”

## 2. 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) Ethical and Transparency

We will conduct ourselves ethically at all times, both as a business and as individuals. As a business we will;

- Commit to continually improving staff wellbeing, conditions and pay rates;
- Treat everybody with respect, including staff, customers, suppliers and the general public;
- Be transparent in communications with our interested parties;
- Promote a positive culture and environment for staff to thrive in;
- Meet all of our regulatory obligations.

### 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) Professional

We will conduct ourselves professionally at all times. To achieve this we will;

- Maintain high standards of appearance and conduct at all times;
- Nurture a customer-centric approach;
- Work collaboratively as a team;
- Continue to invest in our infrastructure and work environment;
- Understand the need of our customers, staff and interested parties;
- Treat all interactions with everyone confidential.

Authorised By:

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