**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”

1. **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.

1. **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.
1. **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:

Dated: 01/03/19