

About our Shared Values

Our values reflect our culture whilst also being aspirational with the sentiment of becoming better together. Our values are a key reason why customers and future employees want to connect with our community.

Our shared values are:

Positivity - Preparation - Curiosity - Continuous Improvement - Considerate

1. Positivity

- We strive to approach things with energy and enthusiasm.
- We operate openly and transparently, facing challenges directly and with the sentiment to have successful outcomes.
- We believe in constructive & honest feedback.
- We operate with agility to generate successful outcomes for us and our customers.

2. Preparation

- We're focused, firstly we plan, then, we execute with customer first focus.
- We make decisions utilizing data & facts.
- We challenge ourselves prior to any proposal and consider the customer impact.

3. Curiosity

- We commit to continuously learn and act with curiosity and desire.
- We equip ourselves with industry knowledge and continuously strive to learn more to improve performance.

4. Continuous Improvement

- We are accountable to our own continuous improvements.
- We set the bar for ourselves personally and collaborate with colleagues to succeed.
- We use transparency to achieve transformational results and act early before challenges become problems.

5. Considerate

- We operate ethically and value diversity, equality, and inclusion to make everyone feel welcome and supported.
- We assume the best intentions of colleagues, customers & suppliers without accepting failure.
- We show gratitude & respect to our stakeholders & avoid non-constructive criticism.
- We show consideration to our environment through sustainable business practices.

Social

- Continue to invest in the skills development of our teams.
- Continue to strive for a positive engagement with all employees.
- Continue to provide (discount platform, company socials, life assurance) and explore expanding the Range of employee benefits.
- Continue to develop a fair compensation plan to pay employees an appropriate amount according to their performance, experience, and job requirements, and addressing gender pay gap.
- Review and improve the employee handbook to communicate employees expected behaviours, how they can raise concerns with managers, including a formal grievance as a last resort.
- Continue fostering community engagement by encouraging employees to support the community through both charitable and volunteer support focused on various causes, including job training and opportunity, supporting local community, and protecting our health and the environment.
- Promote responsible supply chain management and perform regular assessment of our Tier 1 suppliers.

Governance

- Continue to operate via the internal working committees with responsibility for monitoring, reviewing, and enhancing sct policies and practices.
- Continue to strengthen our workplace practices to attract and retain talent, as well as customers.
- Always maintain high ethical standards and monitor compliance.
- Protect the personal data we are trusted.
- Monitor that business and customer information is not manipulated, lost, or compromised, that cyber security risks are managed, and that the organisation continues to maintain iso 27001.

Signed: Andy Morgan

Name: Andy Morgan

Date: 04/01/2024

Position: CEO