

## STATEMENT OF CORE VALUES

M J Church is committed to delivering consistently high standards of service to its customers, to agreed requirements and timescales. Our standards of Core Values will be integrated with those for managing health, safety and the environment in a manner aimed at ensuring that:

- **Alignment and Accountability:** We accept responsibility for our actions. We make and support business decisions through experience and good judgement.
- **Customer Service Excellence:** We are dedicated to satisfying customer needs and honouring commitments that we have made to them.
- **Teamwork:** Our team is supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally.
- **Balance:** We are flexible, helping team members strike a healthy work and life balance.
- **Community and Environment:** We strive to help and improve the communities where we work and live. We are concerned about the environment and promote the use of recyclable products and renewable energy.
- **Integrity:** We act with honesty and integrity, not compromising the truth.
- **Passion for results:** We show pride, enthusiasm and dedication in everything that we do. We are committed to selling and delivering high quality products and services.
- **Respect:** We treat our team members, customers, partners and suppliers with mutual respect and sensitivity, recognising the importance of diversity. We respect all individuals and value their contributions.
- **Open Communication:** All team members are encouraged to openly share their opinions and values.

We are committed to ensuring that the delivery of this statement is not an option, but a business necessity which will be achieved.

It is for every manager and employee in the business as far as reasonably practicable to:

- Perform his or her job so as to comply with all these requirements.
- Stop if he or she believes what they are doing is not in accordance with these requirements.
- Look out for improvement opportunities.

The effectiveness of our management arrangements in delivering this statement together with our performance against our stated objectives is routinely monitored and reported to the Board on a regular basis.

This statement will be brought to the attention of all employees and persons working on behalf of the Company and reviewed at least annually.

**For & on behalf of M J Church**



**S.P. Blower.**  
**Managing Director**

Last reviewed: April 2017