



Healthy Linney Values

This statement illustrates our values. These values are those we apply to our life as a business. They reflect our aspirations for our customers, ourselves and our community.

- 1 We must do everything reasonably possible to ensure that whenever an internal or external customer is dealing with any of us, it is a real pleasure. We want to provide legendary customer service.
- 2 We must strive for, and achieve, constant improvement in everything about our work, questioning how we do things, why we do things and where we do things.
- 3 We want to be a responsible and contributing member of our community.
- 4 We want to ensure that we all share in setting the targets to which we aspire; we must do this by knowing what we are doing and where we are going.
- 5 We must remember and demonstrate Linney Group's six key words – helpfulness, honesty, friendliness, co-operation, security and prosperity.
- 6 We must never let a customer down.
- 7 We must never let a colleague down.
- 8 We must never forget point one, i.e. that we must do everything reasonably possible to ensure that dealing with any of us is a real pleasure. We want to provide a legendary customer service.
- 9 We must always seek more cost-effective quality.
- 10 We must remember that if we don't improve things on an ongoing basis we risk the prosperity and the security of ourselves and our working colleagues.