

# Mission Statement

**“To provide high quality security services that ensure the safety of people and peace of mind for our clients through innovative solutions and competent staff.”**

We are conscious about the environmental and social impact of our activities and aim to act in a responsible and proactive manner. We continue to develop and implement comprehensive and effective policies aimed at delivering good results and practice.

In pursuit of our mission, we will adhere to these values:

- **Back to Basics:** “First and foremost we must get the basics right. We know doing the fundamentals well, every time, is key to high performance.”
- **Teamwork and Co-operation:** “In everything we do we search for excellence and accept no less than the best. To achieve this, we stress the need for teamwork and co-operation from everyone at ESG Security.”
- **Customer Focus:** “We never lose sight of what really matters: the satisfaction and success of our customers. Our service is developed with the goals and needs of our customers in mind.”
- **Integrity:** “We treat everyone connected with ESG Security, with dignity, courtesy and respect. We are truthful and candid, keep our promises and deliver on our commitments.”
- **Diversity and Inclusion:** “We are advocates and supporters of diversity (age, gender equality, disability, BAME and LGBTQ+) and recognise its positive impact on our business and customers. Our staff’s cultural differences are beneficial because their range of perspectives introduce innovative ways of approaching tasks.”
- **Equality:** “We are committed to three main aims. 1. Eliminating unlawful discrimination, harassment and victimisation. 2. Improving equality outcomes amongst people with protected characteristics and those who do not. 3. Encourage good relations between people with protected characteristics and those who do not.”
- **Support and Empowerment:** “Our staff play an important public relations role for the company, and we want our customers to experience a good service. We recognise that we need to empower and support our frontline workers. Ultimately, we want staff to feel confident in their role and turn up for work ready to take on responsibility for their individual actions. What this means in practice is that we will allow staff to get on with their jobs how they see fit and with minimal management intervention. ESG Security support this strategy by providing coaching workshops and meetings where staff will have opportunities to build each other up, to simulate the workplace. We also engage in sessions where staff are encouraged to pitch ideas for their sites. Upskilling qualifications (online) are also provided to allow employees to continue to develop their skills in a non-pressured way.”
- **Adaptive and Agile:** “We know the needs of our customers change. We are always ready. We plan, we respond, and we perform at pace.”

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- **Environment and Sustainability:** “We seek to reduce our impact on the environment wherever possible, by exploring and applying eco-conscious working practices. Sustainability is central to our growing business to ensure we continue to be worthwhile for our staff, customers, the environment and the communities we serve. We are setting near and long-term decarbonisation targets in line with Science Based Targets initiative (SBTi) to reduce our carbon emissions. We aim to be carbon neutral by 2030.”

This policy will be reviewed and updated, when necessary, particularly in respect of major changes within the company and we will bring this to the attention of our employees. This policy is intended to be practical and simple for all employees to apply in everyday work situations.