

## **Corporate Responsibility and Values**

### **People**

At FDAS we know that we can only succeed through the skills and diversity of our personnel. We work hard to continually grow all our abilities and ensure that we always treat people respectfully.

### **Customer Focus**

Customers are our very life line. We strive to understand their needs and then to surpass them in the quality of services we provide.

### **Teamwork**

To exceed our customers' expectations we must work together so that we can draw on all the expertise within the organisation.

### **Leadership**

Through leadership we motivate and stimulate those around us. Our leaders offer direction and encouragement so that we can attain our goals.

### **Performance**

By a combination of our people, customer focus, teamwork and leadership we aim to provide excellence throughout all areas of the company; always within the bounds of honesty and integrity.

### **Community**

We recognise our responsibility to the wider community. We encourage proactive participation in the communities in which we live and work and also recognise the need for our contributions through taxation.

### **Quality**

Quality is what we do. We continually monitor and where necessary improve our performance to ensure services remain at the highest level.

### **Integrity**

We do everything with honesty and integrity. We insist on the highest ethical standards from both ourselves and others with whom we work.