



Our Vision

Our long-term aspiration

To be the world's most trusted testing, inspection and certification partner.

Our Mission

Why we are here – the cause/purpose of our business

To deliver world class testing, inspection and certification services that create value for our customers, opportunities for our employees and a safer environment for all.

Our Values

What we stand for/what is important for us

Customer focus

- Delivering customer satisfaction by listening to and exceeding customer expectations
- Adding value for our customers
- Developing cost-effective solutions to help our customers achieve their goals

Quality

- Delivering quality in all our work
- Producing accurate results on time
- Using the best technology and methods
- Embedding continuous improvement in all that we do

People

- Employing a team of talented and competent staff
- Investing in people and their development
- Creating attractive career opportunities
- Recognising and encouraging outstanding performance
- Ensuring the safety and well-being of all

Integrity

- Behaving ethically in our business and financial activities
- Demonstrating respect towards our customers and staff
- Operating responsible environmental policies