

## OUR VISION

Our long-term aspiration

**To be the Global Leader in Testing for Life.**

## OUR MISSION

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

**To contribute to a safer and healthier world by providing our customers with innovative and high quality laboratory, research and advisory services whilst creating opportunities for our employees and generating sustainable shareholder value.**

## 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 through our services
- Seeking innovative solutions to help our customers achieve their goals

### Quality

- Delivering quality in all our work; providing accurate results on time
- Using the best appropriate technology and methods
- Seeking to improve or change our processes for the better

### Competence and Team Spirit

- Employing a diverse team of talented and competent staff
- Investing in training and creating rewarding and equitable career opportunities
- Recognising and encouraging outstanding performance

### Integrity

- Behaving ethically and socially responsibly in all our business and financial activities
- Demonstrating respect and inclusivity towards our customers and our staff
- Operating sustainable environmental policies

