

Company Values

As a company Ark H believes in:

valuing our clients by:

- putting the needs of the clients first
- providing services that represent the best value for money across all our core areas of expertise
- taking care of client product as though it were our own
- maintaining strict client confidentiality at all times
- creating a working partnership where an exchange of ideas promotes service delivery
- striving to continuously develop and enhance our service offering for the benefit of current and future clients

valuing our staff through:

- aiming to recruit the best qualified staff, whatever their age, sex, creed or beliefs
- training, developing our staff to empower them to do the best possible job for our clients
- supporting our staff so that they feel they are working in a secure and friendly environment
- treating our staff with the courtesy and respect with which we would wish to be treated
- providing honest, constructive feedback to staff on performance to help them to develop within the company

valuing our business by:

- ensuring that the work environment is safe, clean, and secure at all times
- controlling costs in the interests of on-going profitability
- acting at all times in the best interests of the company as a whole
- pursuing the highest possible standards and aiming for continuous improvement in everything we do

We believe that:

mistakes will be made - it is our duty to:

- put them right at no expense to our clients
- be honest about them
- learn from them
- try not to make the same ones twice

asking questions is the key to success and that:

- clients will forgive us for not knowing - they won't forgive us for not asking
- staff should be encouraged to question at all times
- if someone asks a question they should always get an answer
- if they do not feel comfortable with the answer they have the right to keep asking until they are

trust is the key to all relationships - internal and external - and that:

- if clients trust us with their business
- employees trust us with their career
- colleagues or clients trust us with their confidence

then that places a greater burden of responsibility on us than any contract ever written

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