



# VISION, MISSION VALUES AND STRATEGY

- HOW TO PUT SURVITEC VALUES INTO PRACTICE  
AEROSPACE & DEFENCE



# VISION

“ TO BE THE WORLD’S MOST TRUSTED COMPANY FOR CRITICAL SAFETY AND SURVIVAL SOLUTIONS ”

# MISSION

“ TO ENSURE OUR CUSTOMERS OPERATE WITH THE MOST APPROPRIATE SAFETY AND SURVIVAL EQUIPMENT FOR THEIR PEOPLE AND THEIR CUSTOMERS ”

# VALUES

- ✓ **Safety** and reducing risk is integral to everything we do
- ✓ We are committed to deliver real value and confidence to our **customers**
- ✓ We care for our **people** and invest in their development as individuals and teams
- ✓ We aim for **excellence** in everything we do
- ✓ We seek to **innovate** at every opportunity
- ✓ **Integrity**: we do what we say we will do

# STRATEGY

- ✓ Define the markets and customers that we can best serve to create value
- ✓ Deliver and continuously improve operational excellence to our customers
- ✓ Invest in the organisational capability to execute for our customers
- ✓ Deliver the right innovation process and pipeline
- ✓ Ensure we realise the full returns of our investment and effort to deliver value





# VALUES AND BEHAVIOURS

It is crucial that we are all working to achieve the same goal. Our personal objectives must be aligned with the company objectives in order for the business to grow. While we are working to achieve these objectives, we must also be clear about what is important to us and how we will behave.

Our company values are fundamental to our business and how we conduct ourselves. We want people to live and breathe the values in their working environment. We firmly believe that if we are all delivering on these values, our products and services will be second to none. **Positive behaviour can help us achieve our values, below are a few examples:**

## SAFETY AND REDUCING RISK IS INTEGRAL TO EVERYTHING WE DO

- ✗ **NOT MET:** Takes shortcuts or unsafe acts. Does not highlight own mistakes. Does not raise near misses or concerns regarding safety of other.
- ✓ **MET:** Promotes a supportive and accountable culture, raising issues/admitting errors without fear, highlighting own mistakes. Works consistently to improve the safety and wellbeing of themselves and others.

## WE ARE COMMITTED TO DELIVER REAL VALUE AND CONFIDENCE TO OUR CUSTOMERS

- ✗ **NOT MET:** Disregard for customer, does not consider the customer when making decisions or taking actions (internal or external customer).
- ✓ **MET:** Understands the importance of being the customer's representative, whether an internal or external customer, taking on feedback to improve future interactions. Open and transparent with regards to delivery of service to their customer, only promises what they can deliver.

## WE CARE FOR OUR PEOPLE AND INVEST IN THEIR DEVELOPMENT AS INDIVIDUALS AND TEAMS

- ✗ **NOT MET:** Does not invest in self or others. Works in isolation and is unaware of the impact of own poor behaviour on the wider team.
- ✓ **MET:** Consistently seeks to develop themselves, others and own team. Is empathic and is self-aware, understanding how one's own behaviours impact others.

## WE AIM FOR EXCELLENCE IN EVERYTHING WE DO

- ✗ **NOT MET:** Lacks accountability for actions. Poor time management, regularly misses deadlines. Strives for results at all costs.
- ✓ **MET:** Maintains accountability, consistently achieving targets. Proactive approach, drives self and others to seek continuous improvement. Looks to solve problems and avoids using work arounds.

## WE SEEK TO INNOVATE AT EVERY OPPORTUNITY

- ✗ **NOT MET:** Misses opportunities to take advantage of change, reaction is negative/resistant. Uses work arounds or procrastinates/avoids making improvements in job role.
- ✓ **MET:** Has a continuous improvement mind-set; comfortable with and accepts change. Willing to try out new methods, processes, ways of working or techniques to make improvements.

## INTEGRITY - WE DO WHAT WE SAY WE WILL DO

- ✗ **NOT MET:** Sets own rules, rather than working to Survitec norms and rules. Behaves inconsistently across different situations / says one thing but does another, is insensitive to others. Says different things to different people.
- ✓ **MET:** Can explain Survitec Values and describe ethical standards required. Practices what they preach, encouraging right behaviours from others. Consistently demonstrates Survitec behaviours, avoiding double standards.

# LIVING THE VALUES

**How can you 'live the values' in your role?** Values can be delivered no matter what position you work in. From production to servicing, sales to customer services or finance through to compliance, our values are fundamental in every role.

**Here are some examples of how our staff are 'living the values'...**





survitec  
KEEP THEM  
FLYING FOD  
FREE

## **SAFETY AND REDUCING RISK IS INTEGRAL TO EVERYTHING WE DO**

**Name:** Terry Dunne  
**Position:** Facilities & Maintenance Leader  
**Location:** Birkenhead  
**Division:** Aerospace & Defence  
**Length of Service:** 8 years

For Terry, safety and reducing risk is integral to everything that he does. Terry has headed up a major FOD (Foreign Objects & Debris) campaign which was inspired by a visit made to our industry partner and customer BAE, and which he has replicated at Survitec. His enthusiasm for continuous improvement and safety, alongside his excellent work, has been recognised by BAE, which in turn is a great reflection on our business.



# WE ARE COMMITTED TO DELIVER REAL VALUE AND CONFIDENCE TO OUR CUSTOMERS.

Rich's priority is to build good relations with customers, giving them confidence in Survitec. During his 9 years at Eglin, he has trained 9 new colleagues and outfitted over 500 F35 Pilots. Rich is always spot on with attention to detail, ensuring pilots are fitted correctly every time. He is very meticulous in processing each pilot and building flight equipment configuration with no errors. Rich constantly strives to improve processes and the service he delivers to our customers.

**Name:** Richard Colson  
**Position:** JSF Senior Field Engineer & Trainer  
**Location:** Eglin Air Force Base, USA  
**Division:** Aerospace & Defence  
**Length of Service:** 9 years





# WE CARE FOR OUR **PEOPLE** AND INVEST IN THEIR DEVELOPMENT AS INDIVIDUALS AND TEAMS

**Name:** Vanessa Lönneker  
**Position:** Sales, Special Products  
**Location:** Eschershausen  
**Division:** Aerospace & Defence  
**Length of Service:** 7 years

Vanessa invests in her development, as well as that of her colleagues around her. She displays an abundance of drive and ambition, going the extra mile and studying economics alongside her sales role. Vanessa has worked her way up to managerial roles, and after gaining her license to train, is passionate about giving back and helping others and is now responsible for the local trainees.



# WE AIM FOR EXCELLENCE IN EVERYTHING WE DO

**Name:** Chris Clarke  
**Position:** Aerospace Technical Manager  
**Location:** Dunmurry  
**Division:** Aerospace & Defence  
**Length of Service:** 2.5 years

Chris strives for excellence in everything that he does. He has a strong work ethic and always ensures critical actions get over the line. Chris has built strong relations with customers and manages a young team of engineers, instilling excellence in everything that they do.





## WE SEEK TO **INNOVATE** AT EVERY OPPORTUNITY

**Name:** Derek Ditchfield  
**Position:** Despatch & Sub-Con Team Leader  
**Location:** Birkenhead  
**Division:** Aerospace & Defence  
**Length of Service:** 19 years

Derek seeks to innovate at every opportunity. He has been instrumental in delivering the critical improvements we have made in Despatch and has fully embraced the IFS change. He constantly inspires others with his innovative, 'can do' attitude.

# INTEGRITY: WE DO WHAT WE SAY WE WILL DO

**Name:** Gordana Joka  
**Position:** Solutionist  
**Location:** Sharon Center  
**Division:** Aerospace & Defence  
**Length of Service:** 13 Years

Gordana acts with integrity and always does what she says she is going to do. Her calm, consistent ability to train colleagues on multiple product lines, and quiet integrity in all work she undertakes, has earned her the respect and admiration of all her team.







# INVESTING IN OUR PEOPLE

We value our people. We are committed in investing in our colleagues and that's why we have introduced a robust PDR process and Learning & Development plan. Survitec People provides a structure for a clear objective setting and appraisal process. It also includes a training programme to support career development and improve skills and knowledge through the training portal.

Visit Survitec People to access your PDR and Training Portal and learn more about how positive behaviour can help you grow in your career and help us achieve our vision, mission, values and strategy.

<https://survitec.csod.com/client/survitec/default.aspx>



## FOR INFORMATION ON SURVITEC PEOPLE

Email: [survitecpeople@survitecgroup.com](mailto:survitecpeople@survitecgroup.com)

Do you know someone who excels in delivering Survitec's Values?

Email: [communications@survitecgroup.com](mailto:communications@survitecgroup.com)

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