# SecurEyes values framework: People Manager

| **Value** | **Mindset** | **Example behaviours** | **Why this matters** |
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| **Commitment** **for sustainable growth & customer success**  We demonstrate leadership, always striving to be the best at whatever we do  We take ownership of our actions and our company commitments.  We deliver exceptional customer experience every time | Help people be amazing  Focus on the outcome | * We expect high standards and inspire others to be the best they can be * We help others perform to their full potential through the coaching and opportunity we provide * We give honest, respectful and timely feedback on how to improve - and ask for the same in return * We deal quickly, personally and sensitively with difficult situations affecting our people * We communicate clear accountabilities so that everyone understands the important part they play in our success * We define success in terms of outcomes and trust people with the freedom to act * We share information openly, good or bad, so colleagues can do their jobs with no surprises * We build pace through our 'can-do' attitude, energy and personal willingness to improve | * We want a business that attracts, retains and shares talent and leaders that have a track record of helping people make a difference and grow * We want a winning business where all our people can focus on outcomes rather than tasks and we trust them to achieve their goals |
| Lead change  Deliver what we promise | * We make change real for people, so it is understood, meaningful and compelling * We listen to feedback and ideas from our colleagues to continually simplify and improve our business * We plan effectively, anticipate potential problems and act to prevent them. If things break, we fix them quickly and learn for next time * We provide visible leadership, sharing progress regularly so everyone stays focused and positive * We deliver what we promise, on time, with quality, no excuses * We are relentless in creating value for our customers, our colleagues and our business * We act decisively and with consequence to tackle poor attitude and continued under-performance | * We want a business that can change and adapt effectively by putting customers and people at the heart of the change * We want a business that is high performing because great role models show us the way and deliver on their promises |
| Begin and end with the customer | * We know and understand our customers, keep in regular contact and constantly look to help their business thrive * We build teams who deliver an exceptional customer success time after time * We create a powerful focus on what matters most to our customers through what we measure and the decisions we make | * We want a business where customers can feel and experience how important and central they are to our business with every interaction |
| Grow with our customers | * We develop an intimate understanding of our industry, market and competitors to create the opportunities to profitably grow our business * We look to the future, working with customers and partners to secure our future together while we deliver today * We show the courage to challenge the norm and explore new ideas that will benefit our customers and business | * We want a business where we are at the forefront of the marketplace and customers rely on us more and more |
| **Passion for teamwork**  We put teamwork at the heart of our business, working with others to achieve success | Create brilliant teams | * We bring together winning teams who strive to deliver excellent performance, every time * We hire the right people, train them well and use their talents to the fullest * We embrace and encourage diverse ideas and perspectives to improve our decision-making * We create a sense of fun, celebrate success and recognize the people who take the business forward | * We want high performing teams - these don’t just happen - you need all the right ingredients, the right ways to work with them, and commitment to achieve our goals |
| Succeed together | * We drive for a common goal and success is defined in terms of what we achieve together * We build effective working relationships across SecurEyes to make it easy for our colleagues to deliver a seamless experience to our customers * We provide the insight and challenge to improve the quality of our decision making and then actively support what we collectively agreed upon * We lead by example, live our values and encourage others to do the same | * We want a business in which we can rely on each other to get things done for our customer, and for SecurEyes, no matter what part of the business we are involved and working in |
| **Excellence in everything we do**  We believe in delivering our products, process and services to our clients as one team with excellence in every aspect.  Excellence drives innovation at SecurEyes. | We innovate  Entrepreneurial commitment | * We believe in excellence in delivering everything which brings great value to all stakeholders * We believe that excellence drives innovation * We create a powerful focus on excellence so that we take pride in everything we do * We work with an entrepreneurial mindset which drives excellence | * We want a business which derives consistent pride from excellence in everything we do * We want a business where we stay ahead of the competition, through our products by constantly striving for excellence, and subsequently innovating. |
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# SecurEyes values framework: Individual Contributor

| **Value** | **Mindset** | **Example behaviours** | **Why this matters** |
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| **Commitment for sustainable growth & customer success**  We demonstrate leadership, always striving to be the best at whatever we do  We take ownership of our actions and our company commitments  We deliver exceptional customer experience every time | Help people be amazing  Focus on the outcome | * We take ownership for our personal development to be the best we can be * We help and support others to perform to their full potential * We are open to and seek feedback in order to continuously improve ourselves and the business * We ensure we have clear OKRs so that we can use personal initiative to deliver our success * We define success in terms of outcomes and trust people with the freedom to act * We share information openly, good or bad, so colleagues can do their jobs with no surprises * We build pace through our 'can-do' attitude, energy and personal willingness to improve | * We want a business that attracts, retains and shares talent and leaders that have a track record of helping people make a difference and grow * We want a winning business where all our people can focus on outcomes rather than tasks and we trust them to achieve their goals |
| Lead change  Deliver what we promise | * We seek to fully understand changes and how we can support it * We listen to feedback and ideas from our colleagues to continually simplify and improve our business * We plan effectively, anticipate potential problems and act to prevent them. If things break, we fix them quickly and learn for next time * We deliver what we promise, on time, with quality, no excuses * We are relentless in creating value for our customers, our colleagues and our business * We take ownership for the resolution of issues | * We want a business that can change and adapt effectively by putting customers and people at the heart of the change * We want a business that is high performing because great role models show us the way and deliver on their promises |
| Begin and end with the customer | * We know and understand our customers, keep in regular contact and constantly look to help their business thrive * We prioritize our work and collaborate to deliver an exceptional customer experience time after time * We create a powerful focus on what matters most to our customers through what we measure and the decisions we make | * We want a business where customers can feel and experience how important and central they are to our business with every interaction |
| Grow with our customers | * We understand our industry, market and competitors to create the opportunities to improve * We look to the future, working with customers and partners to secure our future together while we deliver today * We show the courage to challenge the norm and explore new ideas that will benefit our customers and business | * We want a business where we are at the forefront of the marketplace and customers rely on us more and more |
| **Passion for teamwork**  We put teamwork at the heart of our business, working with others to achieve success | Create brilliant teams | * We strive to deliver excellent performance, every time and work with colleagues so they can do the same * We embrace and encourage diverse ideas and perspectives from our colleagues * We create a sense of fun, celebrate success and recognize the people who take the business forward | * We want high performing teams - these don’t just happen - you need all the right ingredients, the right ways to work with them, and commitment to achieve our goals |
| Succeed together | * We drive for a common goal and success is defined in terms of what we achieve together * We build effective working relationships across SecurEyes to make it easy for our colleagues to deliver a seamless service to our customers * We work to be role models, live our values and encourage others to do the same | * We want a business in which we can rely on each other to get things done for our customer, and for SecurEyes, no matter what part of the business we are involved and working in |
| **Excellence in everything we do**  We believe in delivering our products, process and services to our clients as one team with excellence in every aspect  Excellence drives innovation at SecurEyes | We keep excelling in and our products and offerings, and work to stay surprised at ourselves and our capabilities  Entrepreneurial commitment | * We believe in excellence in delivering everything which brings great value to all stakeholders * We believe that excellence drives innovation * We create a powerful focus on excellence so that we take pride in everything we do * We work with an entrepreneurial mindset which drives excellence | * We want a business which derives consistent pride from excellence in everything we do * We want a business where we stay ahead of the competition, through our products by constantly striving for excellence, and subsequently innovating. |