



## Our Mission Statement:

To be the contractor of choice for our clients and the employer of choice for our people and our supply chain. To retain and attract the most talented and focused people that consistently deliver Win-Win solutions across all of our operations. To continually drive an innovative, adventurous and courageous approach to our work, supported by a structured training and development platform for our staff. To always provide a safe working environment to all those involved in our activities and to promote pride in our work, at every level of our business. To deliver consistently strong profits, allowing us to realise this mission and celebrate success.

## Values:

### Contractor of choice

- We give customers a good, fair deal. Strong customer relationships take time and we will never prioritise short term profits over long term relationships.
- We always look for new ways to make it easier to do business with us, remaining agile at all times with a consistent 'can'-do attitude across all business operations.
- We highly value the importance of constant dialogue with our customers, if they're talking with us, they're not talking with a competitor.
- We always remember to say thank you, and hold professionalism, integrity, trust and courtesy in high regard.

### Employer of choice

- We educate, train and mentor our teams to be the best they can be.
- We value each other's time, respecting fellow workers and all those we deal with.
- We ensure that there is close alignment operationally and commercially between ourselves and our clients, helping to create positive, successful, and rewarding projects for all those involved.
- We recognise and celebrate success across the business.

### Innovative, adventurous, courageous approach to business

- We are passionate about our work and are always looking to improve.
- We aspire to have the very latest plant and equipment deployed on our sites, through continual investment and regular product reviews.
- We constantly engage with our supply chain to ensure we're aware of new products and services that could be shared with our clients that offer best value.
- We hold departmental forums to capture ideas & best practice to share with others.

### Our culture in delivery

- We prioritise safety above all else and are always looking for improved methodologies or equipment to reduce risk and minimise the impact of our operations in the communities where we work.
- We embed a culture of quality in our operations, benchmarking best practice and setting goals for quality achievement.
- We ensure all staff have the time and opportunity to express their opinion.
- We are proud to wear the Coinford shirt and take pride in the product we deliver.

### Delivering profitability

- We cut waste relentlessly and focus on a right-first-time approach in delivery to avoid rework.
- We constantly review our operations, identifying efficiency gains wherever possible.
- We strive to deliver as promised and on time, programming our works to a high degree of accuracy, from tender stage through to delivery.
- We are profit focused with a sustainable and realistic plan for turnover growth, fully aligned to our delivery capacity and capability.

M.A. Hickey  
Joint Chairman

J.G. Hickey  
Joint Chairman