






As we find ourselves in an unprecedented situation, it is more important than ever that we remember what we value as a Company. Our values were created to help us shape our culture and to help guide us in the right direction. Over the last few weeks we've seen lots of outstanding examples of these in action. A reminder of just how strong our culture is and how passionate we are as a business in supporting our customers and each other.

The examples below are not exhaustive, we know that across the business there are many more instances where you are living the values on a daily basis.

 <h2>Be Better</h2>	<p>We challenge ourselves to be the best, finding new ways to improve everything we do today</p>	<p>The response to a late request from Network Rail to mobilise assets immediately to help support Network Rail COVID 19 requirements meant Kenton and Jordan didn't wait for our normal processes to support but instead accelerated them to meet a customer need in the "now" moment. So much so that the customer sent a letter of thanks and recommendation.</p>
 <h2>Be Innovative</h2>	<p>We do everything possible to look ahead, to anticipate customer needs and deliver innovative solutions</p>	<p>Innovation is at the very core of our being and whilst our NPI (New Product Introduction) hit the buffers with the impact of Covid-19, it meant our ideas needed to switch to what's fit for purpose right now to support the fight against the virus. There was a need for our core boot washes to incorporate hand cleaning to meet HSE specifications, which is now reaching prototype stages and we have rolled out our new Solar Showers. We're finding innovative ways to use our kit in the fight, and turning it into test facilities at the front line are just a few ways that innovation remains at the core of our business.</p>
 <h2>Work Together</h2>	<p>We understand the common long-term goals across our business, customers, suppliers and people and we work towards them as a team</p>	<p>Whilst the impact of the virus has had immediate working arrangement impact across the whole company nowhere has the need to work together been more important than in our Operational team, from Mark A and Phil H to the Depot network and supporting operations teams. This value been brought to life and whilst it has become expected of a highly functioning team by our customers, it's equally important we recognise this internally. It is also important that we don't blame each other – we are working under exceptional conditions and mistakes happen. We're defined by how we respond to these and that is by working together and resolving the issue collectively.</p>
 <h2>Do the right thing</h2>	<p>At all times we do the right thing, providing a quality and safe service, acting responsibility for our people, customers and the communities in which we work</p>	<p>During this time, we've seen and heard of cases where colleagues are self-isolating, shielding, or have been furloughed etc and in every single case this is being done with the individual in mind. We pride ourselves on being a Company that cares, and we will continue to increase our focus and support for colleagues who ultimately define the success and ability for us to survive this challenging period. Be assured everything we do is about keeping you safe and the business in tact to ensure we have a place of work to return to in the post-virus era.</p>
 <h2>Trust each other</h2>	<p>We trust and empower our people to deliver the right outcomes for our customers and our business</p>	<p>Never has there been a time in our working careers where a value is more pertinent, whether it's knowing a colleague has got your back on site or inviting people into your homes on all the (what sometimes feels like constant) video conferencing! It's vitally important we trust each other to apply the other values. With the newly rolled out SOP in order to keep our staff safe and the line managers learning new skills on managing remote teams, we are all having to adapt. A number of us have lost the ability to those informal face to face chats, and whilst technology is supporting this, there has never been a more implicit need to trust your colleagues than now. We build a culture of trust by trusting everyone unconditionally. We don't expect you to earn it, but we all know it can be lost along the way. However, as of right now, none of it is lost and as long as we continue on this path, we'll come out the other side more trusting than ever which is a great place to be!</p>

Ian Gosney has been working together with other departments, including operations, transport and design to support with Babcock projects in Scotland

Kenton Kendall & Matt Mettam have been supporting with front line projects in the fight against Covid-19 including the test site at Cardiff. Kenton has also played a critical role in ensuring everything goes to plan on site at the point of installation.

Ash Andrews has demonstrated the values "do the right thing" and "work together" for the unrelenting level of work he has put in to getting the debt down on several of our largest clients. He has worked with the hire desk, credit control and the Directors to bring down debt, and has communicated closely with the individuals on what is important to them and ultimately ensuring a level of fluidity/flexibility in cash flow for the finance team.

Dan Newton has not worked in stores the last two weeks and has been preparing units with the hire team to ensure we meet all potential requirements. He has gone above and beyond his standard role.

Lorna Doherty has been working all hours of the day assisting in mobilizing anything that is thrown at the team. She has gone above and beyond her normal role and has effectively been doing a connect purchasing role.

Gary Powell Running stores by himself.