

Guernsey Registry - Values, Vision, Mission, Strategic Objectives

Vision

- To be a leading global registry for relevant business information.

Mission

- We provide stakeholders with secure, accurate, reliable and easily accessible registers to maintain Guernsey's global reputation as a jurisdiction of choice.
- Through the administration of the Office of the Registrar we serve all stakeholders by delivering the statutory responsibilities under all relevant laws which assists with promoting, enhancing and encouraging business growth and social responsibility in Guernsey and the global financial community.

Strategic Objectives

1. Continuously build on and improve existing high levels of customer service.
2. Maintain and monitor compliance of all the registers ensuring data is secure, accurate, reliable and easily accessible.
3. Engage with and seek feedback from all relevant stakeholders, on and off island, to ensure the Registry remains relevant and adaptable.
4. Ensure that the Registry staff, systems and processes are appropriately resourced and up to date.
5. Administer the relevant laws to assist stakeholders to act lawfully and hold entities to account where necessary.
6. Assist in combatting financial crime through monitoring, oversight, sanctioning and enforcement where necessary and working with law enforcement and other local agencies.

Values

1. Focus on customer satisfaction and high quality of service

- We provide an easy to use service and respond in a timely manner to our users' requests.
- We are helpful, pragmatic, open and efficient in our dealings with our customers.
- We operate an accurate and reliable online system.
- We constantly look for ways to improve our customers' experiences.

2. Professionalism

- We act with integrity, impartiality, confidentiality and accuracy in all we do.
- We are able to demonstrate deep understanding of the relevant legislation and our processes so that we are trusted and respected by our customers.
- Our decision making is consistent and transparent.
- Everyone we come into contact with we treat with respect and courtesy.

Values (continued)

3. Continuous improvement and innovation

- We continually look for opportunities to improve our services.
- We are open to the use of new technologies and working with others to expand our activities for the benefit of our community.
- We encourage and are receptive to constructive feedback.
- We monitor international developments and trends so that we can benefit from opportunities that arise.

4. Highly engaged employees

- We are empowered to take decisions within a supportive environment.
- We are highly motivated to deliver high quality services.
- We value learning opportunities to develop our careers and contribute towards the success of the team.
- We enjoy playing to our strengths and expanding our repertoire of skills.
- We value achieving the appropriate work/life balance.

Values (continued)

5. Effective teamwork

- We communicate honestly, respectfully and fearlessly to further the Registry's reputation.
- We trust, respect and support each other.
- We do not say anything about each other that we would not say to each other.
- We make the Registry a great, friendly and supportive place to work.
- We embrace a positive team spirit.

6. Reliability and sharing information

- We ensure the Registry services and systems are available in office hours and some automated services are available 24/7.
- We reflect and consider before we act.
- We act professionally at all times.
- We are consistent and transparent, where appropriate, in our decisions.
- We are proportionate, pragmatic, adopt risk based approaches where necessary and act in Guernsey's interests.
- We share data and information where appropriate for the benefit of users.

Values (continued)

7. Highly adaptive

- We are prepared to take on new services.
- We are responsive and flexible to customers' needs as appropriate.
- We are willing and able to listen to suggestions and act accordingly.
- When we encounter problems and challenges we develop workable solutions.

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