

## Corporate Values

### External

High quality customer service is of paramount importance to the Registry's business.

The Registry provides this service level to Corporate Service Providers, company agents, company directors and the general public.

Speed, efficiency and effectiveness of processing and administration are core elements of the Registry's service.

Demanding service level performance targets will be set and achieved.

The Registry will be competitive internationally, commercially driven and will provide value to customers.

The Registry will be at the leading edge of registry technology, but will carry forward the historical values of over 124 years of service to Guernsey companies.

The Registry recognises its responsibility in respect of protecting and maintaining the good reputation of the Island as a finance centre and will work with the various enforcement agencies in this regard.

The Registry is a key enabling service in support of the States of Guernsey's Strategic Economic Plan.

### Internal

The Registry team is inclusive, supportive and works effectively towards the achievement of the Registry's aims.

Communication within the Registry team is open and honest and is unaffected by any structure or hierarchy.

Quality is a permanent must, and ongoing improvement a logical by-product of that.

Each team member is there to assist each other team member, and workload pressures will be dealt with through this.

The customer comes first.