

At Vaultex everything we do is driven by the simple values that underpin our culture. To ensure we're holding ourselves accountable for maintaining that ethos, we have established five key drivers that focus our approach.



## VISION & VALUES

Our values form the core of our business. They are truly embedded across every facet of our operations, allowing everything else to adapt and flex around them. They're our moral compass, but also our way of life; generating familiar attitudes in all of our sites as to what being a Vaultex employee means.



## WELLBEING & RESPECT

Our people are our biggest asset. As an Investors in People Gold accredited organisation, we work hard to maintain a working environment and level of wellbeing support that encourages our people to thrive both in and out of Vaultex. We use individual uniqueness to build unity, which is why we have a zero tolerance to discrimination of any kind and rightfully invest in mental and physical wellbeing.



## TRUST & COLLABORATION

Our vision to succeed relies on the passion and dedication of our people. We consistently use our clear channels of communication to not only show transparency, but to promote grassroots strategy development that allow our people to pave the way for progress and diversification in many areas of our business. Our two-way employee voice channels are continually evolving too, from a CEO meet and greet when they first arrive, to the daily opportunity to contribute via our social-media-like intranet platform – Workvivo. This is supplemented through diversity networks, pulse surveys and competitions for new ideas throughout the year.



## RESPONSIBILITY & INTEGRITY

Our Corporate Social Responsibility and Governance strategies; alongside our company values, provide solid foundations for the day-to-day running of our business. The Vaultex community understands, and follows, the effective controls we have in place to ensure our collective action is in the best interests of all stakeholders. Meanwhile, our internal CSR strategy delivers more stakeholder benefits while aligning with UN Sustainable Development goals; combining our drive for both a sustainable company, and a sustainable planet.



## ENGAGEMENT & DEVELOPMENT

We take pride in watching people flourish, evidenced by success stories of directors who began as cashiers, and function heads who began as administrators. At Vaultex, you truly get back what you put in; reflected in the number of long service awards we issue each year. Peer-to-peer recognition schemes are also available to utilise all year round, to ensure the small gestures don't go unnoticed either. Most importantly, we hold ourselves accountable through twice yearly employee pulse surveys: and we've seen our engagement score continually increase from 75% in August 2017, to 84% in August 2021.

Within our individual strategies, we hold ourselves accountable for our success through metrics that are reviewed –periodically at ExCo and board level.



## VISION & VALUES

- Our mission, vision and values are clearly outlined on our internal and external online platforms
- Values are included throughout all stages of the recruitment process, to ensure our potential employees are already bought into the Vaultex culture
- Our values are the first point of review within performance reviews for every individual within Vaultex
- We are externally and independently benchmarked on the effectiveness of our values by Investors in People



## WELLBEING & RESPECT

- Our wellbeing programme has been awarded the IIP Health and Wellbeing accreditation
- We have our Equality, Diversity & Inclusion policy which has a zero tolerance approach to any form of discrimination
- Mental wellbeing is supported through multiple initiatives including but not limited to; Speak up campaign, Employee Assistance line and mental health first aiders in all sites.
- We continuously review and implement initiatives which are important to our people, such as Menopause and Domestic Abuse



## TRUST & COLLABORATION

- Annual board delivered strategy for Diversity & Inclusion
- Utilising different communication platforms to provide all employees with a meaningful voice and space to collaborate to shape the future of the company
- Building trust through employee involvement in initiatives and business changes that impact them
- CEO meet and greets for new starters as well as regular CEO communications to all employees on multiple platforms



## RESPONSIBILITY & INTEGRITY

- Annual board delivered strategy for Corporate Social Responsibility ensuring alignment with UN Sustainable Development Goals
- Holistic CSR strategy consisting of five pillars which together ensure that the needs of all our stakeholders are continuously monitored and improved
- Focus on giving back to local communities through employability programmes, employer sponsored volunteering and fundraising activities
- Continue to focus on our commitment to the UK Cash Industry Environmental Charter including the targets therein
- Effective governance and supplier management to ensure integrity of our business and our customers



## ENGAGEMENT & DEVELOPMENT

- Comprehensive reward and recognition scheme including annual bonus, outstanding rewards, exceptional bonuses, spot prizes, e-cards and online posts
- Introduction of annual virtual awards ceremony
- Bi-annual pulse surveys to identify opportunities to improve engagement
- Large suite of training opportunities to all employees through both online training brochure and VOLT growth. In addition function or role based training is also available