



Our Vision

To be the UK's leading provider of specialist property damage cleaning & restoration and decontamination services by always exceeding our customers' expectations.



Our Mission

To be the number one choice as supplier, employer, or partner for specialist property damage cleaning & restoration, and decontamination services. Harnessing the latest product and system innovation, we will create an inspirational environment for our people to develop and thrive, deliver service with respect, and always hold the customer at the core of what we do.



Our Brand Promise

We always promise that 'We Restore, You Recover' – this goes beyond providing the specialist restoration, cleaning and decontamination services, and focuses on really listening to what our customers want, and delivering a service with empathy, honesty and respect.

We Restore,
You Recover™

A thick red horizontal line underlining the text 'You Recover™'.

Our Code Of Values



Respect:

- Treating others as we would like to be treated
- Listening with the intent to understand what is being said and acknowledging that what is said is important to the speaker
- Responding in a timely fashion
- Speaking calmly and respectfully, without profanity or sarcasm
- Acknowledging everyone as right from their own perspective



Integrity:

- Making only agreements we are willing, able and intend to keep
- Communicating any potentially broken agreements at the first appropriate opportunity to all parties concerned
- Looking to the system for correction and proposing all possible solutions if something is not working
- Operating in a responsible manner: "Above the line..."
- Communicating honestly and with purpose
- Asking clarifying questions if we disagree or do not understand
- Never saying anything about anyone that we would not say to him or her



Customer Focus:

- Continuously striving to maximize internal and external customer loyalty
- Making our best effort to understand and appreciate the customers' needs in every situation

Having fun in the process!