

# Appendix A: Our HIF Template Proposal:

Culture

Quality

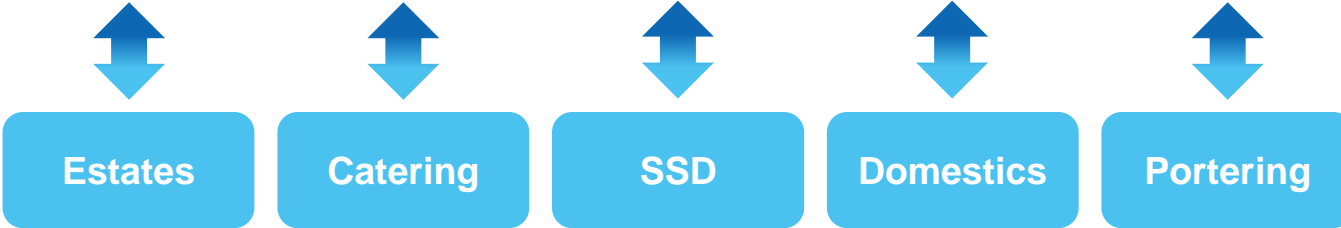
Best Value

Compliance

**Our Mission:**  
*"Our mission is to be an outstanding provider of services for the benefit of all our staff, communities and partners"*

- Strategic Themes**
1. Delivering safe, efficient, compliant, responsive and outstanding quality services
  2. Being well led and financially sustainable
  3. Embedding Business Modernisation and service development throughout the Company
  4. Growing our future Business Development opportunities
  5. Being an employer of choice, developing our staff, being an outstanding place to work and delivering our services with pride
  6. Delivering our services sustainably, minimising our impact on the environment

**Delivering our Customers Requirements**



**Our Workforce**