

CORE VALUES & UGR's (Unwritten Ground Rules)

RESPECT

“Mutual respect is important to us at SSP”

UGR's

- All meetings we are involved in will *(where possible)* start and finish on time
- We respect each patient as if they were a family member - From 'Meet & Greet' to 'Treat'
- We display the utmost respect for team members and patients at SSP

SUPPORT & TEAMWORK

“Our mentor programs and feedback systems aim to assist our crew to reach their maximum potential in customer service & clinical expertise”

UGR's

- We embrace people with leadership qualities, positive personalities, and the initiative required to contribute to our success
- We respond in a positive manner to the regular and constructive feedback provided
- We understand that all company processes require our full support for SSP to be successful
- We show appreciation for the support networks in place at SSP
- We always support team members in the eyes of the public
- We embrace those who speak out and contribute at staff meetings and functions

HONESTY, INTEGRITY & ACCOUNTABILITY

“We will always maintain the highest standards of honesty and professionalism. Whilst accepting the outcome of our actions”

UGR's

- We are always truthful and upfront in all dealings with team members
- We are accountable and responsible for our actions, or lack thereof
- We admit when we make mistakes, learn from them and strive never to repeat them
- We embrace our responsibilities and always strive to exceed expectations

SERVICE ABOVE SELF

“SSP is our safe haven- we wipe our feet at the front door”

UGR's

- Our personal issues remain at home, as we have a service to provide at SSP
- We always act in the best interest of the patient, then the clinic, knowing whatever personal rewards we seek...will follow...

VISION

“We aim to build and develop SSP into an exceptional establishment for now and well into the future”

UGR's

- We strive to extend our knowledge and technology in order to deliver exceptional customer care with outstanding clinical results
- We encourage and motivate team members to display initiative in the clinic and contribute to help SSP become a more efficient and effective workplace
- We understand our role is to return 'fun and lifestyle' to those who seek our services