

HbD

STRATEGIC PLANNING

Mission - Changing people's behaviour, enhancing people's lives.

Vision - To become the industry leader in employee engagement and positive behaviour change. Provide our clients with the most effective and innovative health and injury prevention solutions.

Values

Honesty - HbD operates on a straightforward and frank approach and expects a transparent performance from staff. Trustworthiness is critical in our relationship with both clients and work colleagues alike.

Responsibility - Our team is always trusted to exercise autonomy while performing duties and is accountable for the result of their conduct.

Excellence - We endeavor to always deliver a service of the highest quality to our clients. HbD encourages staff to take responsibility for achieving excellence in their role.

Innovation - HbD strives to provide continuous improvement to our behavioural change techniques to ensure positive outcomes for our clients.

Purpose and Balance - HbD encourages staff to continually develop their sense of purpose within our industry. We strongly encourage the pursuit of balance across all levels of their professional and personal lives.

Policy

- Constantly exceed our customer expectations and strive for the highest level of customer satisfaction.
- To achieve a progressive staff training and development program to ensure the best possible service delivery.
- Reach organisational efficiency through a continuous improvement of our management system.
- Increase our market share of the workplace health industry.

REVISED: OCTOBER 2010

