

Our ethos

Do the right thing

We endeavour to do the right thing for our customers, our people and our shareholders

Our values

Striving for sustainable improvement through our values

integrity

- You can trust and count on me
- I am always open and honest
- I take ownership to get it sorted

Caring

- I am committed to keeping people safe
- I understand and adapt to the individual needs of my customer
- I take time to listen and understand how people feel

Quality

- I deliver on my promises and take pride in what I do
- I am committed to getting it right first time
- I am willing to go the extra mile



Our culture

Our purpose and our values help to embed our One Vistry culture

BUILDING

is our purpose and sits at the heart of everything we do

BETTER

is our everyday aspiration, striving through improvement through the Group wide values we know and share

TOGETHER

is our collective ambition, to learn from and lean on each other's knowledge and expertise