



Our Vision – Committed to Service, Driven by Success

Our Mission –to be the first choice trusted provider for all our customers’ transport needs. We aspire to be miles ahead in everything we do, and to lead the way in the field of haulage.

Our Company Values, along with our Vision and Mission, these define how we work, who we are, and what we need to believe in so we work in the same way and display the same positive behaviours at work. Together they create a culture that enables everyone to make a positive difference. Think of these as our Sid Hill hoodies when you’re at work you agree to wear these and act in line with your **Sid Hill Company Values**. Sid Hill Transport Ltd strives to achieve excellence in all areas they work in by ‘living’ these values. These are Sid Hill specific qualities and together they make Sid Hill different from everyone else.

We need to bring these values to life, and below you will see that our values have behaviours attached to them. It is expected that everyone at Sid Hill Transport Ltd behave this way in their approach, attitude and application. We embed these through induction, policy and procedure to ensure that everyone is aware of the standards required from them and their colleagues.

These behaviours are common sense, good manners and professional etiquette, and are linked to our values. When consistently applied, these behaviours are an essential part of Sid Hill Transport Ltd’s culture, and critical to recruitment, workforce planning, reputation management and job satisfaction.

People Centric Trustworthy and Loyal Innovative Excellence

People Centric

This is how we ‘live’ this value (behaviour).....

- We ensure that people are at the centre of everything we do, from our employees to our customers and wider stakeholders – we have a service mindset
- We believe we are a better company when each of us feels included, valued, and able to trust colleagues who respect each of us for who we are and what we contribute to Sid Hill’s success
- We select the right group of people when we recruit, so that we have the right ‘fit’ – we are a DREAM TEAM
- We recognise safety and security by providing structure, standards, procedures and quality equipment to ensure protection for our team and customers
- We offer fulfilment in the variety of work offered
- We nurture staff by providing training and other opportunities to upskill and grow
- We embed a culture of mutual respect internally and externally, and expect staff to treat their colleagues, customers and other stakeholders in a professional, respectful and fair manner
- We recognize, reward and celebrate performance by providing social events, awards ceremonies and other opportunities to connect with rest of team and have fun
- We support staff through challenging personal times

Trustworthy and Loyal

This is how we ‘live’ this value (behaviour).....

- We build mutually beneficial and respectful relationships, and earn confidence and trust when dealing with staff, customers and other stakeholders to achieve results
- We take the utmost care of every load – big or small
- We do what’s right — Customers choose us because they trust our brand and people. We earn that trust by ensuring everything we do is reliable, consistent, and with the highest level of integrity
- We develop and maintain a solution focused way of working so that our team and customers believe in us
- We never ‘bad mouth’ the business but champion Sid Hill and their success at every opportunity
- We are open, honest and transparent in all communications
- We treat everyone with fairness; from office staff, drivers, customers and other stakeholders
- We demonstrate the ability to listen, understand and learn from others, but also accept and provide constructive challenge
- We are accessible and approachable, and contribute to feedback and engagement at work.

Innovative

This is how we ‘live’ this value (behaviour).....

- We are brave, adventurous and bold when developing strategy – we share openly, question respectfully and once a decision is made, commit fully - dream BIG, then make it real!
- We meet challenges with courage, enthusiasm and creativity – and have a ‘can-do’ approach and a positive mindset
- We work with others to deliver great performance and excellent results – the more perspectives we have, the better decisions we make
- We challenge whether the existing way of doing things meets the customer’s needs, by being open to to different ideas from our colleagues, customers and the world around us, we will find more ways to win
- We show initiative and demonstrate passion, pride and personal commitment in working for Sid Hill Transport Ltd
- We build with humility, and put collective success before individual achievements

Excellence

This is how we ‘live’ this value (behaviour).....

- We work together effectively to win as a team, striving to deliver the Sid Hill Transport brand promise to our customers and each other every day. Individual performance is essential and valued; but never at the expense of the team
- We believe that excellent people deliver excellent service, whether we are answering the ‘phone, driving or delivering to and collecting from customers – we value our strong customer relationships, and are defined by how well we take care of them. We make it great!
- We maintain the highest standard of equipment and kit, and look after it
- We encourage accountability for our actions, owning any mistakes and learning from them so we can improve
- We operate a ‘no blame’ culture
- We encourage and champion success and support others to achieve their best, lead by example and display a positive attitude
- We are an ambassador for Sid Hill Transport Ltd and have a strong focus on doing what is the best for the business
- We maintain a high and positive profile on social media
- We care about our community - We aim to make a difference in the community where we work and live. Our commitment to corporate social responsibility makes an impact by strengthening our connections
- We recognize that the customer is the only reason we have a job – we are driven by our commitment to deliver exceptional services and experiences to our customer. We expect the best – and our team is proud to deliver it!



Moving your goods

International, European and UK

Loyal and trustworthy

Exhibition Specialists

Service with a smile

Adventurous, bold and creative

Honest, reliable and open

Excellence in every area

Always improving

Demanding the best from all the team, always, Sid Hill leaves the rest behind.....

Safe

Innovative

Direct

Honest, open and reliable

Integrity in everything we do

Leading the way

Leaves the rest behind.....