

**Clough Bottom and Focus Vision**  
“To work in perfect synergy with the environment and the people to create a highly successful and profitable centre of excellence”

**Business Values**

- ❖ Put Customers First
- ❖ Professional
- ❖ Quality Approach
- ❖ Partnerships
- ❖ Building Relationships
- ❖ We work as one team
- ❖ Environmentally aware

**Purpose**

To make the best of our resources and deliver excellent customer service to our clients:

- ❖ Business clients
- ❖ Internal customers
- ❖ Tourists
- ❖ Trees and shrubs
- ❖ Organic beef

**Business Culture**

- ❖ Natural environment
- ❖ Informal
- ❖ Highly skilled workforce
- ❖ Open, honest & flexible
- ❖ Supportive & challenging
- ❖ Favourite place to be for Customers & Suppliers

**1-3 year Business Objectives**

1. To make Clough Bottom and Focus highly profitable businesses
2. To have a strong Clough Bottom and Focus brand
3. For the site to be recognised as a “centre of excellence”
4. To create a sustainable site with the services and products it offers
5. To have a customer focused environment on site in the way we deal with & provide service for internal & external customers
6. To manage our supplier base objectively, fairly and with the same service we would deliver to our customers
7. To behave at all times with each other, internally and externally, in accordance with our business values

**Environment**

Sustainable, unique,  
safe, comfortable,  
**Organic**