



**our
blueprint**



I am pleased to present you with a copy of our blueprint, written by our people.

Our blueprint sets out the reasons why we want to grow, our vision for the future, our focus, our culture, our values and is the basis for our quality policy.

We use it every day to inspire, focus, motivate and guide us. Each year we review our goals and responsibilities. They are our quality objectives.

As proud as we are of our past success, we are excited by our future plans.

Thank you for your support.

All the best
Dan

C D Pollock DL
FOUNDER AND CHAIRMAN



“ a **great** place to work
a **great** place to be a customer ”

**Winning Sunday Times
Best Companies 2018**

we are chess

The UK's leading independent technology service provider.

 **260** PEOPLE
 **25k** CUSTOMERS
 **£55m** TURNOVER

	Business	Corporate	Enterprise	Public Sector	Partner
CONNECT	Broadband Calls Ethernet Fibre Inbound LAN Lines Mobile WAN WiFi				
CLOUD	Azure BaaS DRaaS PBX Private Public Sage SaaS Voice				
DEVICES	DaaS Desktops Laptops Meetings Mobiles Peripherals Servers Storage Tablets				
DIGITAL	SharePoint Umbraco Business Intelligence Web Applications & Integration Portals & Intranets Engage				
SECURITY	Cloud Endpoint Gateways Infrastructure Network Pen Test Red Team SASE VA				
SERVICES	Adopt Consult	Deliver Managed	Professional	Projects Support	Response
	19,500	3,100	900	1,000	400



“...making it easy to work securely anywhere, anytime”



our behaviours

Happy People

make customers happy

Own It

I will own this for you

Accuracy

right first time

Speed

do it now

Passion

show we care

One Team

work as one to deliver great experience

Kiss

simple solutions

Talk

at every opportunity to our customers

Knowledge

share what we know

Quality

reflected in everything we do

“ a **great** place to work
a **great** place to be a customer ”

our awards

Culture

“ Proud to celebrate over 15 years in the 100 Best Companies to Work For ”



Partnerships



Quality



Leadership



Customer



our values



Passion
Attitude, energy and performance of our people.



Quality
High standards we set ourselves.



Simplicity
Make life easier for our customers and our people.

“ passion **inspires** our people ”

our growth



“our growth motivates our people”

One Team Spirit

We are passionate about our unique team spirit. As one team, together, we own and nurture our vision, culture, values and customers.

Market Opportunity

We are lucky to work in a fast-moving, dynamic, growth industry. Our agility enables us to embrace change quickly, strengthening our ability to grow. Innovative products and services create new, exciting challenges and opportunities.

Maximising Our Potential

We have the talent, knowledge, skill, experience and drive to build a business we can be proud of. We are a significant player in our industry with the potential to be great. Striving to maximise our potential and that of our people will be a rewarding journey.

People Opportunity

Our growth creates opportunity for everyone to progress their career, to develop knowledge and skill, to gain reward and recognition and to maximise their potential. The growth and success of our people ensures the growth and success of our business.

Challenge

We are, and have always been, an ambitious organisation with a desire to grow and be great at what we do. We strive every day to be the best of the best. This is our challenge.

our vision

“a **great** place to work
a **great** place to be a customer”

we will achieve this by...

- Being an energetic, hard-working, success driven, fun and exciting place to work that attracts, retains and inspires people.
- Being easy to deal with, meeting customers' expectations.
- Having a performance culture where everyone achieves their target.
- Working with our people, customers, partners and suppliers for mutual success.
- Delivering growth through sales, acquisitions and retaining customers.
- Winning awards for excellence and customer service.
- Delivering technological advantage to our people and customers.
- Being a performance benchmark and a trusted brand.
- Optimising reward and recognition systems to motivate our people.
- Sharing ownership with our people.
- Playing our part in the wider community.

“our vision **guides** our people”



East Cheshire
Hospice
Sky Dive 2018



chess
**One Team
Conference
2023**

our focus

Customers

To listen, talk and be our customers trusted technology partner.

Financial Control

To control costs, maintain positive cash flow and invest in our future.

Relationships

To nurture strong relationships with our customers, partners, people and suppliers.

Systems and Procedures

To develop and improve simple, secure, reliable, accurate, data driven systems.

Compliance

To adhere to all aspects of legal, regulatory and business standards.

Brand

To promote and build a trusted brand.

Performance

To measure, manage and consistently achieve targets.

People

To improve the knowledge, skill and performance of our people.

Products and Services

To deliver reliable technological solutions that meet our customers' needs.

Leadership

To inspire, focus, motivate and guide our people.

Acquisitions

To maximise value with smooth integration, to make a great first impression.

Culture

To help protect and nurture our culture.

“ our focus improves our performance ”



our culture

One Team

To help maintain a friendly, positive atmosphere where everyone feels valued and cared for. To provide a healthy, happy, energetic, safe place to work. To help others – one team.

Attitude

To be fair, inclusive and treat others as they would wish to be treated, showing respect for differences in race, ethnic origin, religion, faith, marital status, disability, age, sex, sexual orientation, gender identity, social and educational background, creating a culture where all forms of diversity are valued.

Energy

To work hard, have fun and celebrate our successes. To acknowledge the contribution and celebrate the achievements of others – gimme 5. To encourage, motivate and support others in their quest for success.

Growth

To take responsibility for our performance and personal development. To enjoy, and learn from, the challenges created by our growth. To help improve the way we do things and embrace change.

Communicate

To communicate openly, positively, honestly and constructively. To challenge those whose behaviour or attitude does not support our culture.

Customer

To put customers at the heart of our decision making. To exceed customer expectations – own it.

Playing Our Part

To play our part in the wider community by supporting charities, minimising our impact on the environment and creating opportunity.

“the attitudes and behaviours we expect of our people”

“play your part”

My top 5 work goals and responsibilities, in order of priority

Goals

- 1.
- 2.
- 3.
- 4.
- 5.

Responsibilities

- 1.
- 2.
- 3.
- 4.
- 5.

“I use my blueprint everyday to **inspire**, **focus**, **motivate** and **guide** me.”





ChessICT.co.uk