



VERSION 1

The DNA of Version 1



“A great place to work,
not an ‘easy’ place to work”

Version 1 Employee Review on Glassdoor

"A great place to work, not an 'easy' place to work"

That probably seems like an oxymoron, right? We are proud to have been recognised as a Great Place to Work year after year, however we believe that our reputation as a Best Workplace can sometimes give people the wrong impression of us; that a great workplace is one that is 'easy'. That's why, upon seeing this review on our Glassdoor, we felt that the statement reflected the real culture of Version 1 and we would like the opportunity to tell you why.

This culture guide was put together to give you a clear understanding of who we are and what truly makes Version 1 a great place to work, including our Mission, our Vision, The Version 1 Difference, our Core Values, and our Culture of Trust and Empowerment.



A Mission With Meaning

Our Mission is to Prove that **IT can make a Real Difference** to our Customers' Businesses.




At Version 1, we truly want to build something special. The very essence of Version 1 is all about achieving real results, delivering value in every interaction and we believe that nothing worthwhile is achieved without effort. A driven environment isn't for everyone, but we aim high with our organisation's vision for success and our mission with meaning.



A Vision for Success

Our Vision is to be a **World Leader in Customer Success** by 2021.

Our commitment to deliver the highest quality and support to our customers with a relentless focus on business benefits ensures that our people are empowered to put their customer first and make entrepreneurial decisions to make a real impact. **Our people commit to ensuring that we are:**

-  **Easy** to do business with.
-  **Effective** in everything we deliver.
-  **Empathetic** – understanding what is really important to our customers.

The Version 1 Difference: Strength in Balance



For the past **20 years** we have worked hard to deliver on **three commitments**





The First Commitment: Customer Success

We make a **real difference** to our customers through long-term, outcome focused relationships.



The Second Commitment: Empowered People

Selecting, empowering and
trusting people who are wired
to **deliver customer success.**



The Third Commitment: Strong Organisation

Strong financial performance enables us to invest in **our organisation**, **our people** and **innovation**.



Wired to Deliver: Our Core Values

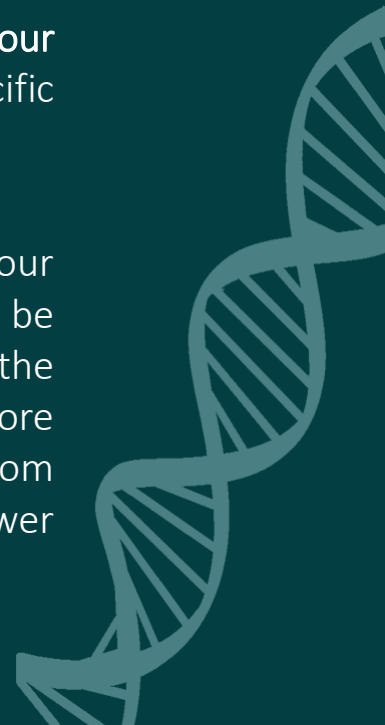
We achieve success across our three commitments by living and embodying our core values



Wired to Deliver: Living Our Core Values

Achieving equal success every quarter for **our customers, our people and our organisation** is what makes Version 1 unique, but it's not easy. It needs a specific set of behaviours to deliver this success consistently: **our Core Values**.

Our Core Values are not aspirational – they are real and lived, it's how our people are wired and this is how we spot 'Version 1ers' – as values cannot be faked. As our Core Values govern every single decision we make, from the smallest to the largest, we look for them when we are hiring. Living the Core Values is the secret to your success at Version 1. They will give you the freedom to be an entrepreneur within Version 1 and we deliberately select, empower and trust people who embody our Core Values and foster them every day.



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Our CEO On:
Our Core Values

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*Time and time again, when our employees and our customers are asked about what makes Version 1 so different to them – we hear about the core values they see in action. If you see positive behaviours in our **Core Values in Action** that you live on a daily basis, your DNA could match ours and we could be the right organisation for you to work in, or work with.*

Tom O' Connor
CEO of Version 1



Core Values to Inspire



Honesty & Integrity



Personal Commitment



No Ego



Customer First



Excellence



Drive





1. Honesty and Integrity in Action

- Being upfront and resolving issues.
- **Admitting to mistakes** and learning from them.
- Telling customers and colleagues what they **need to hear**.



2. Personal Commitment in Action

- Not making **excuses**.
- Being **dependable**, reliable and great to work with.
- Keeping your **promises**.





3. 'No Ego' in Action

- Not assuming that you know our customer's business better than **they do**.
- Treating everyone **equally**.
- Maintaining a **humble tone**.



4. Customer First in Action

- Putting **customers' interests** ahead of our short-term benefit.
- Treating customers' money as if it was **your own**.
- Giving customers the advice that you would **give yourself**.





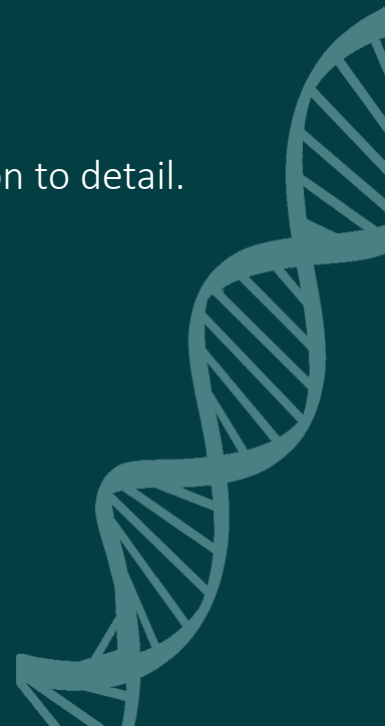
5. Excellence in Action

- Always making improvements.
- Enjoying the challenge of **solving** tough problems.
- Committing to **high standards** of excellence – paying close attention to detail.



6. Drive in Action

- Always striving to build something **special**.
- Not settling for the **status quo**.
- **Challenging** yourself and others to do better.





Our People On: **Core Values**



"I have never seen nor experienced an organisation like Version 1 that demonstrates the same levels of desire and ambition. The company has grown rapidly in recent years but has not let that deviate the organisation from it's course due to the core values that anchor Version 1 in a sure and steady direction."

Version 1 Employee, UK





Culture Charter

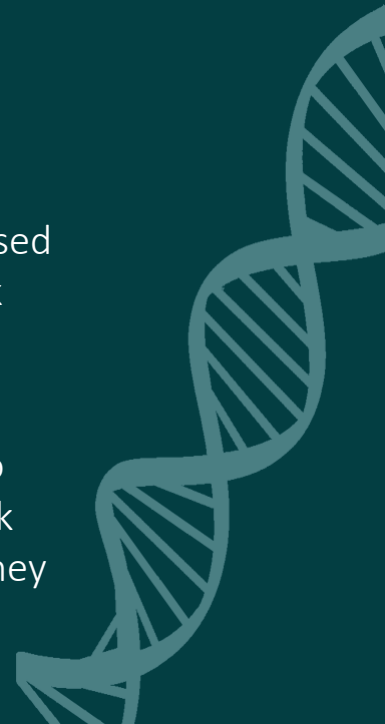
Our Commitment to
Trust & Empowerment

Our Commitment to Trust and Empowerment



As a company dedicated to building trust and empowerment in every relationship throughout its organisation, Version 1 is honoured to be recognised as a Great Place to Work for seven years, but we have no intention to sit back and relax.

We believe in continuously improving our culture to make a real difference to the careers and work environment of our people. Being a Great Place to Work to us involves listening to our people and ensuring our employees feel that they are **Trusted and Empowered**.



Fundamentals of Trust & Empowerment

TRUST



TRANSPARENCY



FAIRNESS



DIVERSITY



EQUALITY

EMPOWERMENT



MERIT-BASED RECOGNITION



OPENNESS & DIRECTNESS



SKILLS-BASED CAREER MODEL



AUTONOMY

What Does Trust & Empowerment Look Like?

We are a straight talking, open and transparent workplace where fairness is a given. We have open-door management, and balanced policies and procedures where you are encouraged to ask questions. Constructive feedback is encouraged and welcomed at all levels. You can feel free to make decisions which help your customers, make us more efficient or removes unnecessary bureaucracy.

There is a 'one-status' culture here with no favouritism. Efforts, behaviours and actions in pursuance of our Mission and Values are celebrated, promoted and rewarded. We value differences, use wide sourcing methods and are bias aware. With a skills-based career model, there are no restrictions to progression – it's up to you.





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Our People On: Our Culture

Version 1 has a truly strong culture, based on solid values and renewed dedication to customer success, offers mutual support, promotes trust, rewards employees' efforts, and ensures that employees know their work is meaningful. As well as growing employees' skills to match the company's needs, Version 1 will endeavour to find ways to grow business in order to facilitate employees' passions.

Version 1 Employee, Belfast



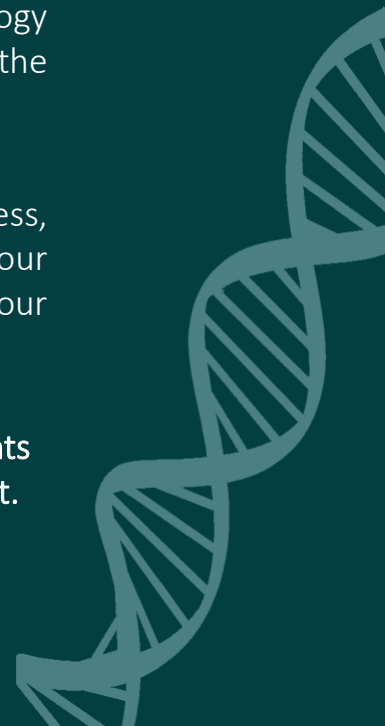
Does your DNA match ours?

Version 1 proves that IT can make a real difference to our customers' businesses. We are trusted by global brands to deliver IT services and solutions which drive customer success. Our 1000 strong team works closely with our technology partners to provide independent advice that helps our customers navigate the rapidly changing world of IT.

Our greatest strength is balance in our efforts to achieve Customer Success, Empowered People and a Strong Organisation, underpinned by commitment to our values. We believe this is what makes Version 1 different and more importantly, our customers and our people agree.

If you invest in us, we'll ensure that we invest in you. If you are someone who wants a great place to work, not an 'easy' place to work, we might just be your perfect fit.

Visit www.version1.com/careers to view current opportunities.





Talk to us:

info@version1.com

www.version1.com