

Merseylink's Mission Statement is

To provide a quality, safe transport service to all aged passengers that is dependable, accessible and responsive to the needs of their communities.

To provide a happy, healthy and professional workplace for employees.

Merseylink Values:

Safety:

- We are committed to a safe workplace with everyone having a safety first attitude and ensuring everyone is always getting home safely.

Respect:

- To show respect for everyone at all times by acting with integrity with all our words, all our intentions and in all our actions.

Teamwork:

- We all work together as a team. We always listen to each other, cooperate openly and ensure we celebrate successful outcomes. Good internal and external communication a key to success.

Healthy & Fun Work Place:

- We will ensure we will continue with our health based employee programs. We will continue to strive to build on a culturally positive environment, celebrating and recognising the big achievements along the way to maintain employee enthusiasm.

Honesty:

- Strive to provide at all times a transparent, open, truthful workplace. Conduct business ethically, with integrity a critical measurement of our success.

Accountability:

- Strive with continued determination, commitment and strength to foster a workplace to ensure all individuals accept and deliver on their responsibilities.

Customer Service Excellence:

- To ensure we all work together to provide an outstanding experience for all, including our customers, both internal and external.
- To continue to challenge ourselves to achieve excellence to ensure we deliver on our commitments at all times.