**StrataSure is our principles of business that drive our people, systems and processes to give assurance to our clients that every detail matters.**

1. **Client Experience**

Our promise is to pursue excellence and to continually deliver a solutions based service. We achieve this through active engagement, open channels of communication and a serviced led team with the dedicated resources to listen, engage and implement.

1. **Loyalty**

We seek to develop a life-time relationship with our clients, building trust by acting with integrity, honesty and courtesy. We achieve this due to our expert approach to strata management and providing a responsive service to our clients.

1. **Education and Guidance**

We endeavor to always be proactive in client education and guidance. This is achieved by our internal and external communications, comprehensive training programs and cross-departmental collaboration of knowledge sharing.

1. **Compliance and Governance**

We engage and own a position of ‘every detail matters’. We give due diligence to the relevant state and national legislations with which we, our clients and our stakeholders must comply. We regulate and achieve this through a robust system of internal processes and protocols which structure and confirm our deliverables are in line with regulations.

1. **Systems and processes**

We strive to be the best in our field, by implementing efficiencies without compromising service quality, accuracy or compliance. We continually seek to achieve this by reviewing, updating and adopting continuous improvement strategies, systems and quality processes that deliver outcomes.

1. **Quality and Commitment**

We invest in the recruitment and retention of a quality and diverse team of experienced professionals with a strong focus on continual professional development. As committed and skilled individuals, we actively promote the cross-departmental collaboration with one another to deliver a well rounded offering.

1. **Delivery**

We empower our teams to deliver an outstanding client service and to be accountable for their actions. We will make sure every detail matters, provide valuable insight and supply information in a clear and timely manner.

1. **Integrity**

Our approach to strata management is bound by honesty and a strong set of moral principles. We act in our clients’ best interests with diligence and transparency for understanding and accountability.

1. **Continuous Improvement**

Our goal is to continually evolve to better our offering and to be adaptable and responsive to change. Our infrastructure supports us to continually mould into the business that is right for our clients.

1. **Ethical Stance**

We aim to create a community of ethical business relationships where we contribute our values and services to give our clients outstanding reassurance of our abilities.