Campus Security is committed to

1. **Safety:** to provide a professional, effective, helpful and friendly service to keep everyone safe within our community. To reduce crime, anti-social behaviour and harm to students, staff and visitors on campus. To uphold good order on campus and encourage compliance with the University's regulations including traffic and parking.

2. **Equality, Diversity & Inclusion:** ensuring everybody has an equal opportunity, fair treatment and is not discriminated against because of their personal characteristics (race, ethnic origin, age, gender, gender identity, religion or belief, sexuality, marital status or mental or physical disability), background or socio-economic status. Having policies and procedures that recognise and uphold the values of the University.

3. **Professionalism**: have a professional management team and staff with a "can do" attitude. We will treat everyone as an individual and deal with resolving situations or conflict in a positive and non-judgemental way. Complying with the Campus Security Code of Conduct.

4. **Quality:** endeavouring to provide responsive, timely and high quality services.

5. **Engagement, listening and communication**: ensuring high quality interactions with all internal and external groups, stakeholders, partners and agencies. Actively listening to different perspectives, views and ideas before responding and where appropriate change or improve working practices. Using different methods of communication to receive and give feedback.

6. **Customer experience**: providing a service that listens cares and helps students, staff and visitors to stay safe, complete their studies, work or stay and enjoy their time at Kent.

7. **Transparency and accountability**: carrying out our duties and responsibilities in an open and transparent manner. We will respond in a timely, efficient and effective manner following statutory and legal duties, University policy and procedures and taking responsibility and ownership for our actions.

8. **Encouragement**: advocating best practice to students, staff and visitors regarding personal safety & security and being community-spirited by becoming an active bystander. Encouraging persons to report suspicious persons or incidents, criminal offences, incidents of anti-social behaviour to Campus Security to keep everyone safe.