

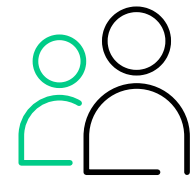


## Living our values

Bringing our values  
and behaviours to life



# We are transparent



I explain the rationale behind decisions, whether they be client or business related, and ensure there is an open audit trail

I communicate regularly and openly with those around me

I take ownership and accountability for the decisions I make and the work I do

I do what I say, role modelling openness and building trust

I share information and facts willingly with others to help others grow and learn

I am honest and operate with a high level of integrity no matter what the situation

I actively encourage questioning and challenging biases to ensure we work better.

# We are curious



I use the information we have to make data-driven decisions and ask questions to increase my understanding

I seek opportunities to challenge the norm in a positive way that supports our purpose

I take the initiative to expand my knowledge and understanding, talking to others and listening to their views and ideas

I think about our customers, teams and consider the long term impacts of my plan on our customers and my colleagues



# We constructively challenge



I respond positively to challenge and change, welcoming the feedback of others on my work or behaviours

I am open minded and take the time to listen to other's views, regardless of their experience

I am constructive with my feedback and use it to build up my colleagues, picking the most appropriate time to provide feedback

I bravely seek challenge to provide a different perspective on my work and the things I do

I respectfully challenge others, considering their feelings and how the feedback is delivered.

# We are inclusive

I speak out against negative or inappropriate behaviours

I question my own biases and the biases of others to create an environment where everyone can excel

I work to create an environment where everyone feels safe, respected and supported

I listen to everyone's opinions and create the space for people to contribute

I proactively try to learn about the culture and background of others and embrace diverse perspectives.





# We show respect

When working with my colleagues, I think about their own commitments and priorities, putting myself in their shoes

I listen to and empathise with my colleagues

I invite others to put their own views forward, and listen to and value their contributions

I encourage everyone and recognise colleagues and for the work they do

I ask appropriate questions to understand and get to know my colleagues better

I respect and appreciate that everyone is unique and may have different views or work differently to me

I trust my colleagues and support them to do their best

I appreciate everyone's experiences and seek a diverse range of views

I invest my time in others to build meaningful and genuine professional relationships.

