

We promote communication by:

- creating an atmosphere of regular, open and honest communication
- acknowledging and addressing issues in an up-front, non-judgmental manner
- ensuring that key decisions and strategies are transparent and understood by others
- promoting a coaching culture

We build trust which is vital for mutual respect and successful operations by:

- following through on commitments.
- acting with integrity

We hold ourselves and others accountable by:

- achieving sustainable results with financial consequences through effective teamwork, process and people leadership
- engaging with our clients on our work and its success

We accomplish our work through interdependence of work groups that succeed by:

- recognising and effectively balancing interests and needs of one's own group with those of the broader organisation.
- developing cooperative and collaborative solutions

We promote consistency by:

- leading by example
- modelling desired values, behaviours and work practices

We demonstrate pride in our work by:

- setting and performing to high standards
- finding better and more effective ways of doing things
- being willing to "rock the boat" in trying to improve the quality of products or processes

Empowerment is intrinsic to our culture and will ensure our success by:

- fostering the establishment of a common vision for functions and teams
- providing clear direction and priorities
- clarifying and sharing responsibilities
- creating an environment that produces a deep sense of commitment and ownership
- and enables us to take reasonable risks

We promote courageous leadership by:

- stepping forward to address difficult situations
- putting ourselves on the line to deal with important problems
- standing firm when necessary

We promote innovation and creativity by:

- Encouraging our team to make links and partnerships
- No idea is a bad idea, it is to be explored!

