

## Twelve pillars of confidence

### **Professional**

When we say we will do something, we will do it and do it right.

### **Dedicated**

We understand the importance of what we do, for our clients and our stakeholders.

### **Responsive**

We return calls and emails promptly, and service clients' needs as soon as possible.

### **Systematic**

We will maintain a structured and methodical approach to everything we do.

### **Intelligent**

We will evaluate what we see in the context of our clients' operations.

### **Polite**

We will treat all people with respect, and not act with arrogance or impunity.

### **Articulate**

We will talk to people at all levels, say what we mean, and report what we say.

### **Empathic**

We will seek to understand things from our clients' point of view.

### **Competent**

We will be clear on what we know, and admit what we don't know.

### **Objective**

We will seek to identify improvement opportunities whilst remaining impartial.

### **Courageous**

We will not be bullied by people, and stand our ground on things that matter.

### **Humble**

We will acknowledge areas where we can improve, and take steps to do so.

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**Be confident.**<sup>™</sup>