

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 is 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.[™]