

# RPKL Core Values

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## **SELF-IMPROVEMENT**

- We each take responsibility for our own development
- We empower each other to set and realise ambitious goals
- We recognise, appreciate and reward people for taking ownership
- We use every opportunity to coach, mentor and learn from each other

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## **CLIENT-CENTRED**

- We take care to deeply understand our clients' needs
- We are aware of what is happening in the market and respond appropriately
- All our plans, decisions and processes are focused on achieving successful client outcomes
- We treat our clients with dignity and respect

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## **RESPECT**

- We seek first to understand before being understood
- We listen, engage constructively and are open to different perspectives
- We treat each other with dignity and have zero tolerance for abuse, irrespective of status
- We show respect for one another through being prepared, organised and punctual

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## **INNOVATION**

- Our innovation and change is focussed on what best serves our clients' needs
- We continuously seek better or new ways, continuously asking "why"
- We are responsive and adaptive to changes around us
- Innovative decision-making is backed by thorough research and analysis

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## **PARTNERSHIP**

- We work towards sustainable, mutually beneficial relationships with our internal and external stakeholders
- We collaborate, seeking to understand each other
- We strive for participation and transparent interactions

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## **TEAMWORK**

- We choose to work collectively, trusting and holding each other accountable
- We recognise and build on each other's strengths and complement for our weaknesses, valuing diversity
- Our teams are built on trust, honesty and the willingness to engage in candid discussions
- We remember to have fun, together