

## Our Values

We show respect and kindness to all

We are approachable and collaborative

We are driven and ambitious

We nurture our Family

We deliver EXCELLENCE in all that we do

## Our Code

We believe in empowering our staff and volunteers to Achieve Success – aided by The Rules of the Game:

- Assume nothing
- Think to the finish
- Be curious
- Consult widely
- Trust your instinct and judgement

- Work out what's important and what's not
- Work with a sense of urgency
- Be comfortable with uncertainty
- Provide first class customer service
- Have fun