

OUR WAY OF WORKING



The following principles and behaviours make a great service, this is what our clients and partners expect of us:

- **RELIABILITY:** always do what we say we are going to do
- **ACCESSIBILITY:** be there when needed
- **IMPACT:** help translate our services into success for them and their organisation
- **FIT:** be a good fit for their business or help them find someone else who is
- **IMPORTANCE:** make them feel important to us and our business- because they are
- **SERVICE:** deliver great service as well as great services
- **PRUDENCE:** be careful and do our homework before we suggest a course of action
- **RELATIONSHIP MANAGEMENT:** be pleasant and fair and work in the way they want. Discuss the options available early if the unexpected happens
- **RESEARCH:** strive to stay on top of developments in our industry and sectors
- **LISTENING:** listen to ensure we understand their business, their team and their clients and customers so we can come up with solutions, answers, ideas and options that are relevant to their needs and concerns
- **TEACHING:** help them understand what we are doing. They may or may not be an expert but we know they need to know and understand the essentials to make decisions. Help them understand what is new and how they might apply it to their business or activities
- **BUSINESS MANAGEMENT:** run an efficient business so they won't have to pay for our inefficiency. Remember the outcomes they are looking for, not just the delivery of a service.



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How do we deliver on client and partner expectations? Through our employees - we are a people business:

Our employment deal highlights our promise to our people as well as their promise to WYG. In essence this is about treating people with dignity and respect, working together in a safe environment where individuals are recognised and rewarded in line with their ability and their effort.

WYG WILL:

- be ethical and honest in all its business activities and support equal opportunities
- provide challenging work with proportionate rewards for the delivery of agreed objectives
- actively support personal development and provide opportunities for career advancement
- ensure that there is an open culture where management are visible and lead by example
- provide clear, rational and fair HR programmes
- give employees the opportunity to use latest methods and to learn new techniques in line with best industry practice
- ensure that the work environment is always safe, secure and is of a high standard.

WYG EMPLOYEES WILL:

- be honest loyal and act as an ambassador for WYG
- show integrity and be diligent
- deliver objectives and contribute to the wider running of the business
- take responsibility for their own development and keep their skills up to date
- be competent and work hard
- contribute effectively to teams through sharing knowledge, being flexible, supportive and co-operative in their attitude to work and colleagues
- assist WYG to improve continuously and always remain a high quality, profitable business recognised for excellence in all aspects of the delivery of services to its customers.