

TEAM BEHAVIOURS

Customer Satisfaction



We will be polite and helpful to our customers.
We will communicate and deliver timeously on customer needs. We will deliver value-adding solutions.

Accountability



We will take accountability for both our actions and decisions. We will declare our mistakes and learn from them. It's always my job.

Efficiency



We will not waste resources. We will plan our work and work our plan.
We will strive to optimise processes.

Teamwork



We will recognise individual and team achievements. We will support and motivate each other to achieve our goals.
We will build trust through delivering on our promises.

Honesty



We will openly share our views without fear of judgement. We will maintain confidentiality. We will respond to our customers' needs honestly.

Professionalism



We will arrive on time to meetings.
We will pay attention to detail.
We will present ourselves in a way that reflects our values.

Continuous Learning



We will share our knowledge and experiences. We will develop our personal and professional skills.
We will be open to change.