

PRIME CHARTER 2015

Respect

- We will respect colleagues and clients and will listen to their views and respect the jobs they do.
- We will respect other people's time and will turn up for meetings promptly. If we are unable to attend we will let people know in advance.
- We will prepare in advance for meetings and ensure every meeting has a purpose and actions are agreed at the end.
- We will work with our clients to create long term sustainable partnerships so they want to work with us again and will recommend us to others.

Communication

- We will, where business sensitivities and commercial rules allow, be open with staff and inform people of issues which affect their work.
- We will have regular business briefings and people will commit to attending.
- We will choose the most appropriate method of communication for disseminating information to staff and at the right time. This may be business briefing, ad hoc team meetings, 1:1 meetings or e mails.
- Where possible we will choose face to face meetings rather than use email.
- We believe in and want two way communication, upward and downward to make our business more effective.

Recognition

- We will show people are valued by our words and deeds.
- We acknowledge that everyone in the team whether directly or indirectly involved in our success has played their part in that success.
- We will communicate and celebrate success together as one business.
- We will give staff regular feedback on their performance.
- We will enable staff to do their best by giving them the time and information to do so.
- We will complete the performance review process in timely fashion and with clear personal objectives.

Learning

- We will conduct post project audits to build on strengths and address weaknesses.
- We will ensure we make the most of our in-house skills and enable our people to build upon their skill base.
- We will encourage and give people opportunities to get involved in the business.
- We will enable everyone to gain a fuller understanding of our business and the markets in which we operate.

Team Working

- We value effective and focused multi-disciplinary team working.
- We will help each other and encourage a culture of team working.
- Every team within the office will have a representative on each project. We will ensure the people who have been nominated as the project lead from their team will be engaged in the project at the earliest opportunity.
- We will be consistent in the management of projects and will establish a clear process which all project leaders will adopt.