

The QFC Core Values

Our Core Values Defined

Dynamism



Synergy



Client Focus



Passion & Excellence



Integrity



Passion and Excellence

We are driven and perform at our best in all that we do.
We deliver exemplary results with conviction.

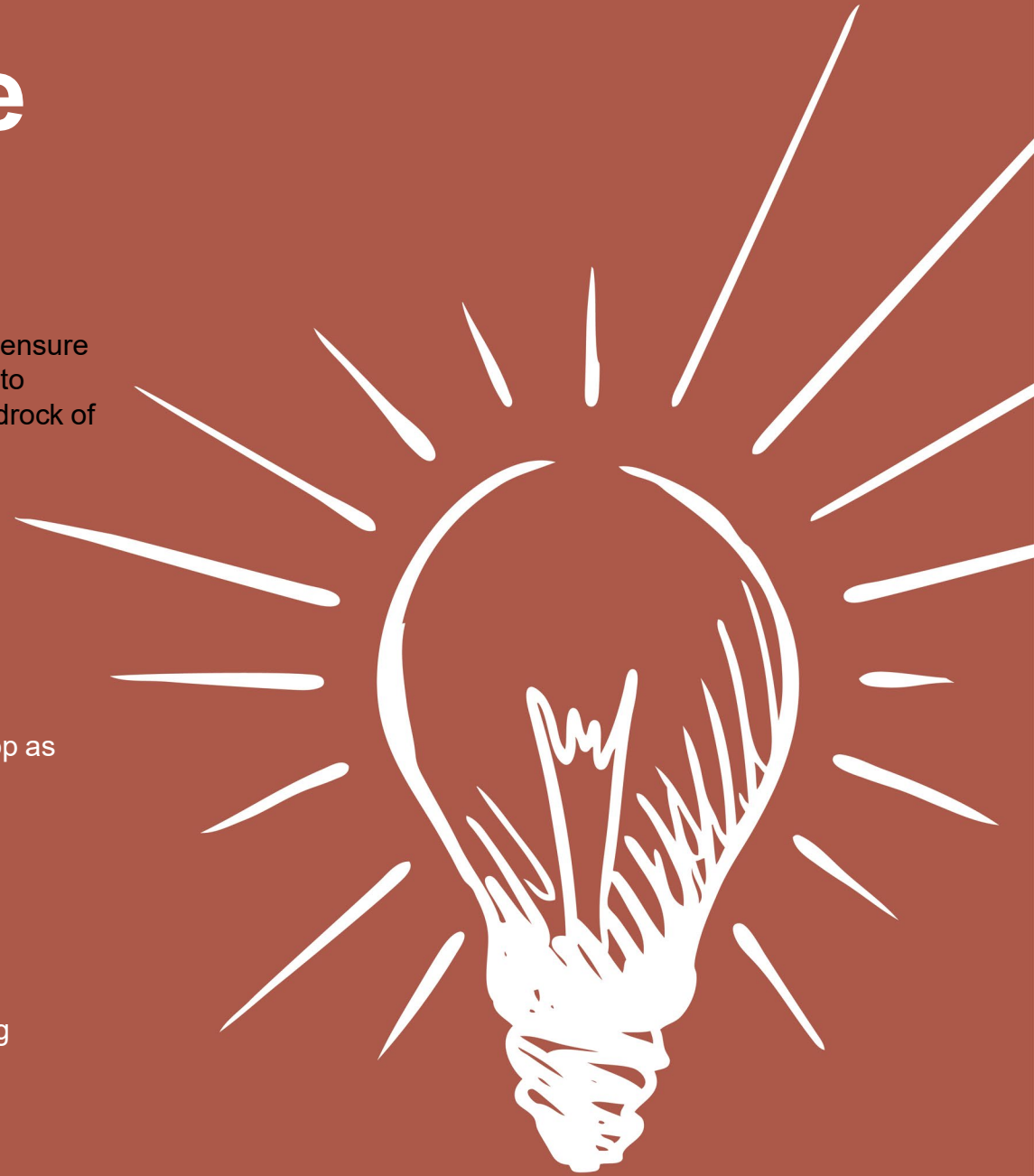
As professionals, we bring passion into our work so that everything has more value. We are committed, which creates interest, sells a compelling rationale, gives meaning, and helps to ensure quality. Passion produces excellence; excellence gives satisfaction and feeds our motivation to achieve even more together. Passion and excellence affect everything we do and are the bedrock of a high performing culture.

We do this:

- Show commitment and stay motivated for ourselves, our departments and the QFC
- Deliver on time
- Strive to find effective solutions to challenges
- Work in consultation with others
- Endeavor to achieve the best we can
- Value the work of others, treating them with compassion and respect
- Have an open mind to new ways of achieving results
- Keep abreast of local and global developments
- Monitor and evaluate our progress

We don't do this:

- Work to rule
- Be demotivated
- Work in silos
- Choose to avoid feedback and develop as a professional
- Work only for our objectives
- Be happy with giving just enough
- Have little belief in the QFC and our people
- Ignore any focus on who we are being and our impact upon others



Integrity

We are honest, ethical, accountable and transparent. We are mutually respectful and we trust.

Integrity is an uncompromising commitment to ethical and moral principles that is displayed in all areas of our behaviour. Integrity is demonstrated by the highest standards of conduct and includes; impartiality, fairness, honesty, truthfulness and respect for the QFC regulations and policies and fulfilling the obligations placed us. These qualities provide the basis for ethical decision making and action, particularly in situations where a conflict of interest arises.

We do this:

- Treat all people fairly and equally
- Follow policies
- Act ethically
- Work without bias
- Demonstrate respect for diverse points of view
- Inspire others
- Create a supportive environment
- Respect and follow processes

We don't do this:

- Consciously choosing not to share information and resources
- Working for our own ends
- Avoiding accountability
- Treat certain colleagues or stakeholders in different ways
- Demonstrate toxic behaviours (such as blame, shame, criticism, defensiveness, stone walling)
- Distrust colleagues
- Avoid following policies



Synergy

We achieve results with passion and purpose through interdependence.
We co-create strategic solutions.
We support inclusion and diversity.

Synergy is the concept that the combined value and performance of two or more people or things, produces greater than the sum of the separate individual parts. Synergy has potential financial benefits, creates a buzz of positive energy, increases morale, improves customer satisfaction, and can provide a competitive advantage.

We do this:

- Work interdependently
- Operate strategically
- Demonstrate that the whole is bigger, and more powerful than the parts
- Encourage open communication
- Protect sensitive information
- Foster team spirit
- Act as role models
- Empower others
- Build a shared vision
- Embrace inclusivity

We don't do this:

- Work in silos
- Working for our own ends
- Be unsupportive to others
- Exclude others
- Ignore the bigger picture and purpose
- Be unaware and unresponsive to dependencies
- Not be connected to purpose
- 'Plod', working slowly and without passion
- Avoid using and celebrating diversity



Dynamism

We are agile, innovative and courageous.
We embrace learning and positive transformation.
We are leaders.

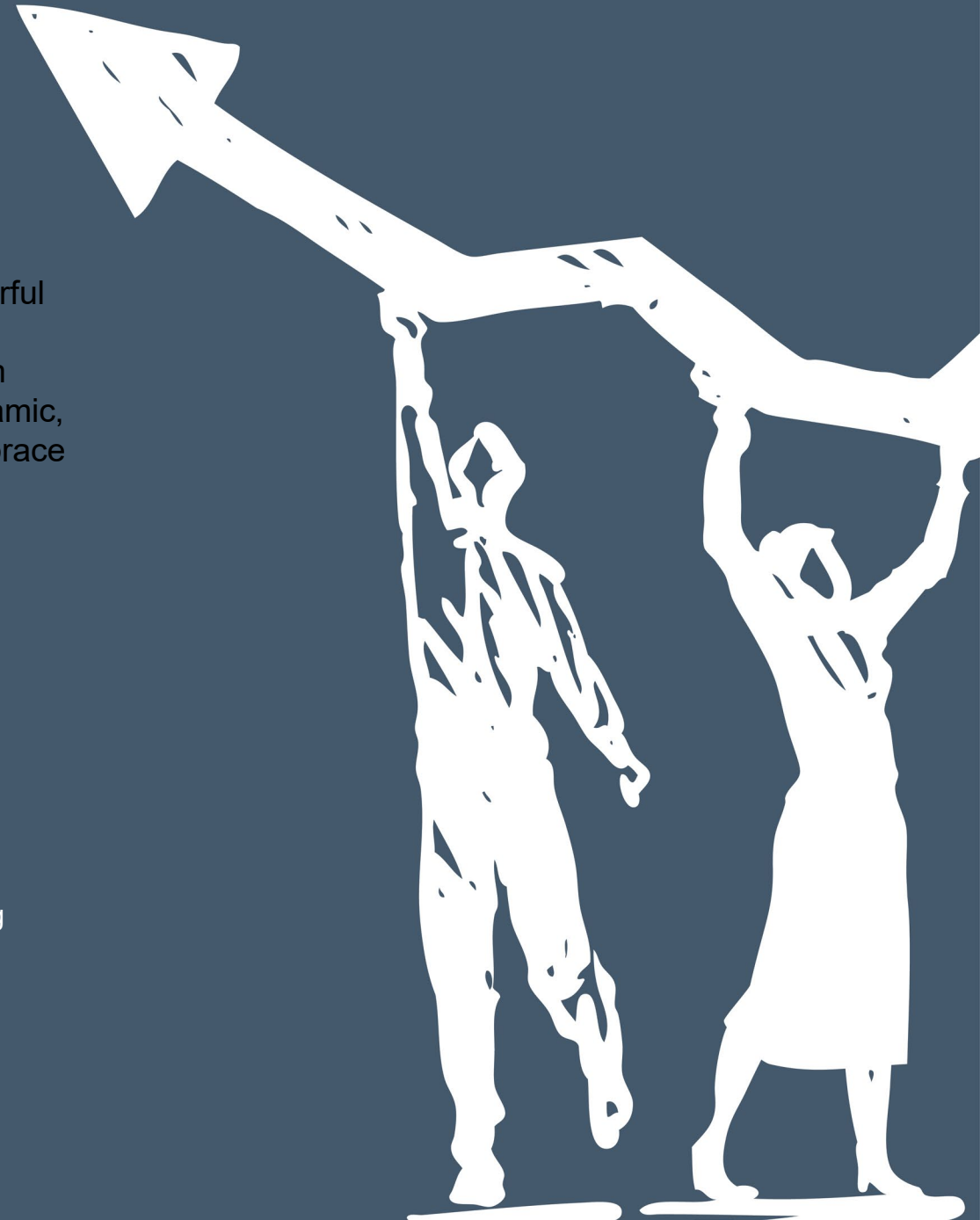
Dynamism is the driving force of QFC. It enables us to move forward with a powerful and positive energy, sometimes with flow, sometimes with positive disruption. Dynamism helps us be leaders, as individuals and as an organisation. Dynamism provides us with a powerful presence that is bold and forceful. When we are dynamic, we co-create new solutions to positively transform the way we do things. We embrace creative innovative processes and services, that benefit the whole system.

We do this:

- Institutionalise coaching
- Think generatively
- Champion out-of-the-box thinking
- Encourage new approaches
- Challenge, support and respect the decisions of others
- Take responsibility for our learning and career development
- Play our part in transformation
- Consider and act upon continuous quality improvements
- Think sustainably and generatively
- Trail blaze

We don't do this:

- Avoid using initiative
- See learning as fixed as opposed to incremental, life-long, with depth and breadth
- Be unsupportive to the notion of a learning organization
- Choose to follow, not sharing our views
- Stay in or comfort zone instead of being courageous
- Be risk averse
- Avoid adapting approaches, working iteratively and creatively



Client Focus

We are in business together.

We are dedicated, reliable and responsive.

We share successes and are resilient.

The way we interact at all stages of the client journey makes us a client focused leader. We engage with clients by listening to them, to understand things from their perspective. We communicate effectively, demonstrating best practice. We investigate and examine root causes to blockers in the client journey. We co-create the most effective solutions for a win-win whenever possible. We are ambassadors for QFC at all times. We work together when things are going well, and support each other in volatility and uncertainty.

We do this:

- Care about our clients
- Create supportive environments
- Continuously build our reputation
- Safeguard the interests of others
- Advocate inclusion of all clients
- Leverage networking opportunities at all levels
- Demonstrate commitment
- Ask for feedback
- Are responsive and consistent
- Promote the QFC
- Act in a transparent way

We don't do this:

- Blindly believe we are 'right'
- Not fully listening to the views of internal and external clients
- Avoid sharing bad news, or sugar coat it
- Delay responses
- Give less than 100%
- Work on our tasks, not being curious about their part in the whole
- Avoid feedback or not act upon it
- Choose not to share successes, take them for ourselves and/or avoid celebrating them
- Disrupt the quality and flow of the client journey

