



INTEGRITY

- We are honest, open, and transparent in all that we do.
- We use our judgement to 'do things right' and to 'do the right thing'.
- We work with pride, pace and probity to deliver successful outcomes for our clients.

RESPECT

- We treat each other and our clients with courtesy, compassion, empathy and thoughtfulness.
- We are approachable and modest. We treat our clients and each other with humility.
- We put our clients' interests first. They are our focus and at the heart of what we do.

PROFESSIONALISM

- We listen attentively to understand our clients' needs. We take responsibility for our subsequent delivery actions.
- We deliver on our promises. We base our credibility on that. We aim to exceed client expectations through excellence in what we do.
- We continue to emphasise and develop our knowledge, skills, experience and expertise which are the foundation of our competence, success and reputation.

TEAMWORK

- We know we work best as a team, when we support each other and our clients, in all that we do.
- We collaborate with each other to deliver a quality, ethical service and to achieve the best possible results for our clients.
- We recognise that through teamwork, we remain the most resilient, efficient and effective in what we deliver to, and achieve for, our clients.

RELATIONSHIPS

- We aspire to build and nurture long term, enduring business relationships with a diverse range of clients.
- We believe that trust, loyalty and inclusivity underpin the most effective business relationships. We aim to be the "Solicitors of local choice".
- We know that the best long term relationships are based on a tailored service. We recognise that the experience of the client as important as the service itself. We actively seek feedback on both