



KENNEDY · SCOTT

OUR TEAM CHARTER

Kennedy Scott is committed to supporting people from the hardest to help groups to achieve their potential and progress in their careers and lives.

Our stakeholders including our customers, employers, staff, funders and other partners expect Kennedy Scott to be:

- ◆ Professional and delivering high quality support.
- ◆ Demanding of our customers but understanding of their individual abilities, aspirations and barriers.
- ◆ Accessible and offering flexible attendance to suit individuals needs.
- ◆ Focused on quality improvement with an ability to demonstrate lessons learned.
- ◆ Consistent so that all customers and employers receive the same high-quality support regardless of location.
- ◆ Cost effective — demonstrating value for money for our customers and our funders.

HENCEFORTH, THIS GREAT TEAM HAS COMMITTED TO A CHARTER WHICH PROMOTES AND EXPECTS THE FOLLOWING ATTRIBUTES WHICH ARE LIVED THROUGH INDIVIDUAL AND COLLECTIVE BEHAVIOUR

1. We encourage people to speak up and we provide support for them in a no blame culture.
2. We embrace an open, inclusive and accessible management structure and style.
3. We strive to be proactive not reactive.
4. We embrace technology to communicate, deliver services and innovate.
5. We will reduce our emails, pick up the phone first and we will review emails before we send them to ensure supportive intent.
6. We are flexible, adaptable solution orientated and creative.
7. We are at our best when we pull together, therefore we will invest in each other, develop cross country relationships, be stress aware and take care of each other.
8. We will share the challenge and secure the future.