

Customers Experiencing Vulnerability Behaviours

We're never satisfied when it comes to doing better and we never give up on our people, our customers, our partners and the moments that matter. Nothing really good has ever come about because someone gave up. So if there's a better way to do it, we'll find it.



Identifying, supporting and fulfilling the needs of customers experiencing vulnerability:

- We are willing and open to changing direction.
- We anticipate and respond quickly to our community's needs.

We believe that working together benefits the customer and that two heads are better than one, and a lot more fun. Three are better still. We want more perspectives not less.



We work with our customers to find the best solution:

- We actively listen with curiosity, not judgement.
- We embrace differences in cultures and views.
- We collaborate purposefully and genuinely.

Giving your word... committing... promising... and then actually delivering! If these things come in shades of grey to you we're not going to get along very well.



Coming from a place of empathy: we think about our customers not ourselves:

- We make it is easy for customers to see and understand what we are doing, and why. Operate with transparency.
- Our communication is open and honest so that our customers can trust that we will do what we say we will do.

We're also proud to never compromise when selecting our people and there's nothing we hate more than fake. Only positive, genuine people need apply. Honest people. Open.



We listen, understand and strive to find equitable solutions:

Able to say sorry and admit they were wrong. Tell it like it is. Argue their case but accept a decision. What you see is what you get.

- We avoid jargon and red tape.
- We are reliable and discreet.
- We encourage questions and act on our customers' feedback to provide peace of mind.