

Company Information

Document Name:	Behaviours
Date:	July 2019
Endorsed By:	Directors
Document Code:	COMP001

The following **Behaviours** define RJA's ethical strategies and describes the image of the company. Each employee is expected to follow and adopt these behaviours in their everyday roles.

01. TEAM PLAYER

1. IDENTIFY AND VALUE OTHERS

- a. Celebrate success of others in the team and wider business.
- b. Acknowledge the input and achievements of others.
- c. Understand the value in diversity and difference.
- d. Utilise the strengths of other team members.

2. BUILD EFFECTIVE RELATIONSHIPS:

- a. Build constructive relationships within the team and across the business.
- b. Treat everyone equally with understanding and respect.
- c. Demonstrate an interest and understand the priorities of others in the team and across the RJA business.

3. COMMUNICATE EFFECTIVELY:

- a. Understand others and be understood.
- b. Communicate openly, respectfully and honestly with all team members.
- c. Appreciate individual point of views and actively support team decisions.

4. ADOPT A PROFESSIONAL APPROACH:

- a. Maintain a positive approach and attitude in difficult situations.
- b. Manage and anticipate conflict - confront issues with those concerned professionally and calmly.
- c. Seek assistance or support when required.

02. RESULTS FOCUS

1. KEEP FOCUS:

- a. Work in an efficient and effective manner.
- b. Consistently review progress against RJA company vision and seek advice where required.
- c. Prioritise work demands and organise resources efficiently.
- d. Monitor self-performance and others against planned objectives and deadlines.

2. DEMONSTRATE COMMITMENT:

- a. Complete tasks to the expected high standard of RJA.
- b. Take responsibility for delivering outcomes.
- c. Predict potential issues or obstacles that delay timely completion of tasks and resolve effectively.
- d. Adapt and apply processes which best reflect RJA clients needs.

3. SUPPORT THE RJA VISION AND PLANS FOR SUCCESS:

- a. Follow and support processes that relate to short and long-term goals of the company.
- b. Plan for changing circumstances and possible obstacles.
- c. Understand that efforts made with current workload will benefit greatly on future growth opportunities.
- d. Connect with the RJA vision and strategy to energise the team and wider business to achieve it.

4. ENCOURAGE AND INSPIRE COLLABORATION:

- a. Share knowledge with others to encourage growth.
- b. Proactively work with other areas of the business to gain the best outcome.
- c. Encourage collaboration with other departments and teams to benefit mutual projects across the business.

03. MAXIMISE BUSINESS OPPORTUNITIES

1. SUPPORT AND INITIATE CHANGE:

- a. Articulate well to others the benefits of change and the reasons for it.
- b. Adapt to changing circumstances.
- c. Lead others through change and times of uncertainty in a positive manner.
- d. Actively promote and drive business change and innovation.

2. IMPROVE PROCESSES:

- a. Focus on continuous improvement.
- b. Identify opportunities to improve the business through innovation and industry knowledge.
- c. Conduct (PIR) "Post Implementation Reviews", to ensure continuous improvement.

3. EFFECTIVE DECISION MAKING:

- a. Make comprehensive and timely decisions.
- b. Seek to reach the best decision for the business.
- c. Identify both obvious and underlying issues.
- d. Identify financial impact of decisions on the business in every scenario, including day to day operations.

4. DEMONSTRATE AWARENESS OF THE WIDER INDUSTRY:

- a. Research best practice within the industry.
- b. Maintain current professional knowledge and skills within area of expertise.
- c. Monitor the standards and trends in the industry and demonstrate actions to reflect new requirements.

04. PERSONAL LEADERSHIP

1. OPERATE WITH INTEGRITY:

- a. Maintain confidentiality.
- b. Accept responsibility for own actions.
- c. Fulfil commitments as promised.
- d. Adhere to RJA policies and government regulations/laws.

2. DEVELOP SELF AND OTHERS:

- a. Accurately identify own strengths and further development needs.
- b. Seek feedback from others and act on it to maintain consistent growth.
- c. Provide only constructive feedback and coach others to assist with their development.
- d. Recognise team members limitations and offer appropriate support during difficult working periods.
- e. Learn from mistakes and apply to future work.

3. INSPIRE AND PARTICIPATE:

- a. Energise others and contribute positively to morale, culture and well-being.
- b. Be a role model to others and lead by example.
- c. Enjoy contributing to the success of the business and bring an element of fun to the business.
- d. Be compassionate towards others.
- e. Support decisions and help bring them to life.

4. POSITIVELY INFLUENCE OTHERS:

- a. Communicate views influentially and positively.
- b. Negotiate effectively and professionally.
- c. Influence and assist key decision makers across divisions.

Related Resources, Tools and Links

- To be read in conjunction with **all RJA Company Policies**
- To be adopted by all employees in conjunction with:
 - COMP002 – Principles
 - COMP005 – Confidentiality

Contact & Further Information

For further assistance please contact your direct manager.

Document Owner

Directors – RJA

Note: This information does not form part of any contract between you and RJA. It summarises the expectation of employee behaviours in accordance with applicable legislation and is not intended to create any additional legal rights or obligations. Any reference to obligations or requirements of the Company in this information is not intended to give rise to contractual obligations binding on the Company. This information may be varied from time to time.