



INVENTIS LTD CORE VALUES

These core values are a two-way mechanism where all values are to be observed and shared equally between all employees and their fellow colleagues, equally between staff and management, equally between staff and members of the Board and importantly equally between all employees and customers.

Integrity

- Be honest.
- Act with good intentions and good character.
- Do the right thing.

Performance

- Strive to do your best.
- Work with your manager to get the best result.
- Collaborate with your colleagues and help each other.
- Always do what you say you are going to do.
- Acknowledge that outcomes affect everyone in the group.

Transparency

- Be completely open and truthful with your fellow colleagues and manager.
- Understand it is ok if a mistake has been made, the key is to solve problems and learn from them.
- Engage in conversations with your colleagues and manager about work and life, this builds trust.
- Tell people what they should know not only what they ask.
- Give people a fair and complete overview.

Respect

- Acknowledge and respect differences in each other.
- Treat others as we would like to be treated ourselves.
- Listen to and respect the ideas and opinions of others.
- Acknowledge that others are qualified at what they do and may approach things differently.
- Always consider the views of others.
- Do not be dismissive.



DELIVER A MEMORABLE CUSTOMER EXPERIENCE.

Be Accountable

Be accountable for your actions and the role they play in contributing to the customer experience. Think about things from the perspective of the customer and then act on those thoughts in a professional manner.

Be Energetic

Approach customer service with energy, both physically and mentally, so as to engage with customers and develop a deeper connection, which will leave the customer with a positive memory.

Be Innovative

No two customers are the same. By being innovative you can work with the customer to come up with solutions that suit their needs.

Be Optimistic

Don't focus on what didn't work last time or the way things have always been. Being optimistic will allow you to focus on positive results. An optimistic approach demonstrates the genuine warmth in a person that the customer can therefore trust.

Be Unique

Customers like to feel special and be treated as if they are unique individuals. Customers will choose an organisation to do business with based on their unique point of difference. This unique point of difference is you, the employees.