

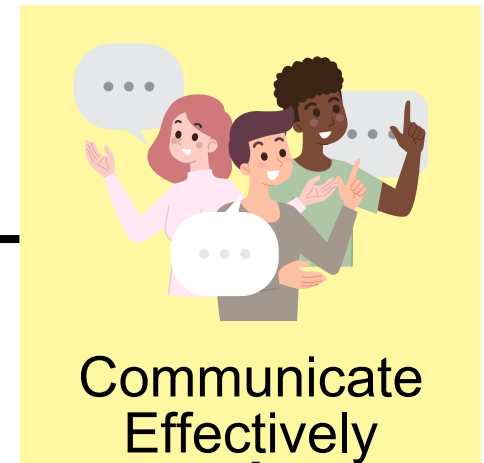
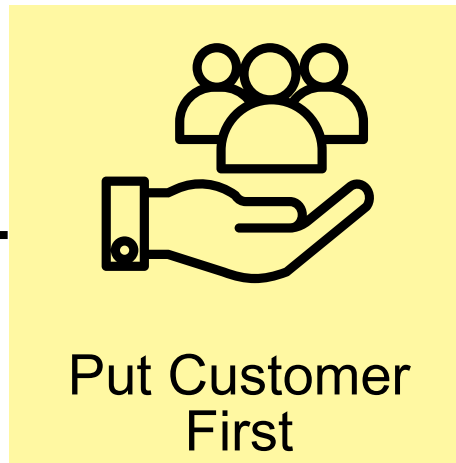
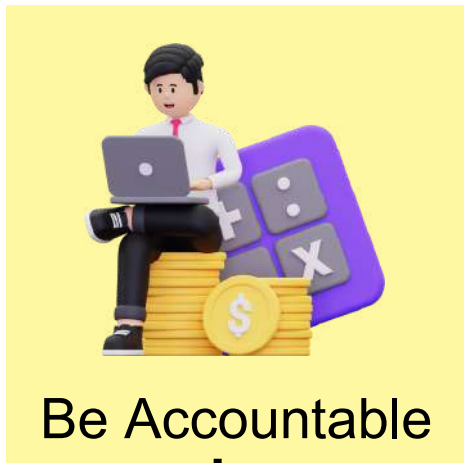
Risk • **Pro**

CORE VALUES

RiskPro Core Values

OUR MISSION STATEMENT:

Building a trusted environment by helping businesses comply and manage risks



Value

Expected Behaviours

Be Accountable

- Take complete ownership of your tasks and deliverables
- Be responsive and available to others
- Adopt a problem solving mindset
- Consider final outcome in delivery

Put Customer First

- Remember we exist to serve our customers
- Every action should be in line with client expectations
- Customer interest comes before company and self interests

Communicate Effectively

- Be clear, concise and transparent in communication
- Talk to people when in doubt
- Review before sending emails
- Convey problems and issues in a timely manner

Innovate and Adapt

- Constantly think of improving your process or delivery
- Learn about subject and technology that can help
- Be curious, explore ideas and ask questions

Act with Integrity

- Perform at high standards and quality at all times
- Practice ethical behaviour and honesty in your dealings
- Never lie, hide facts or offer/ accept bribes
- Speak up if you see something wrong

Respect Everyone

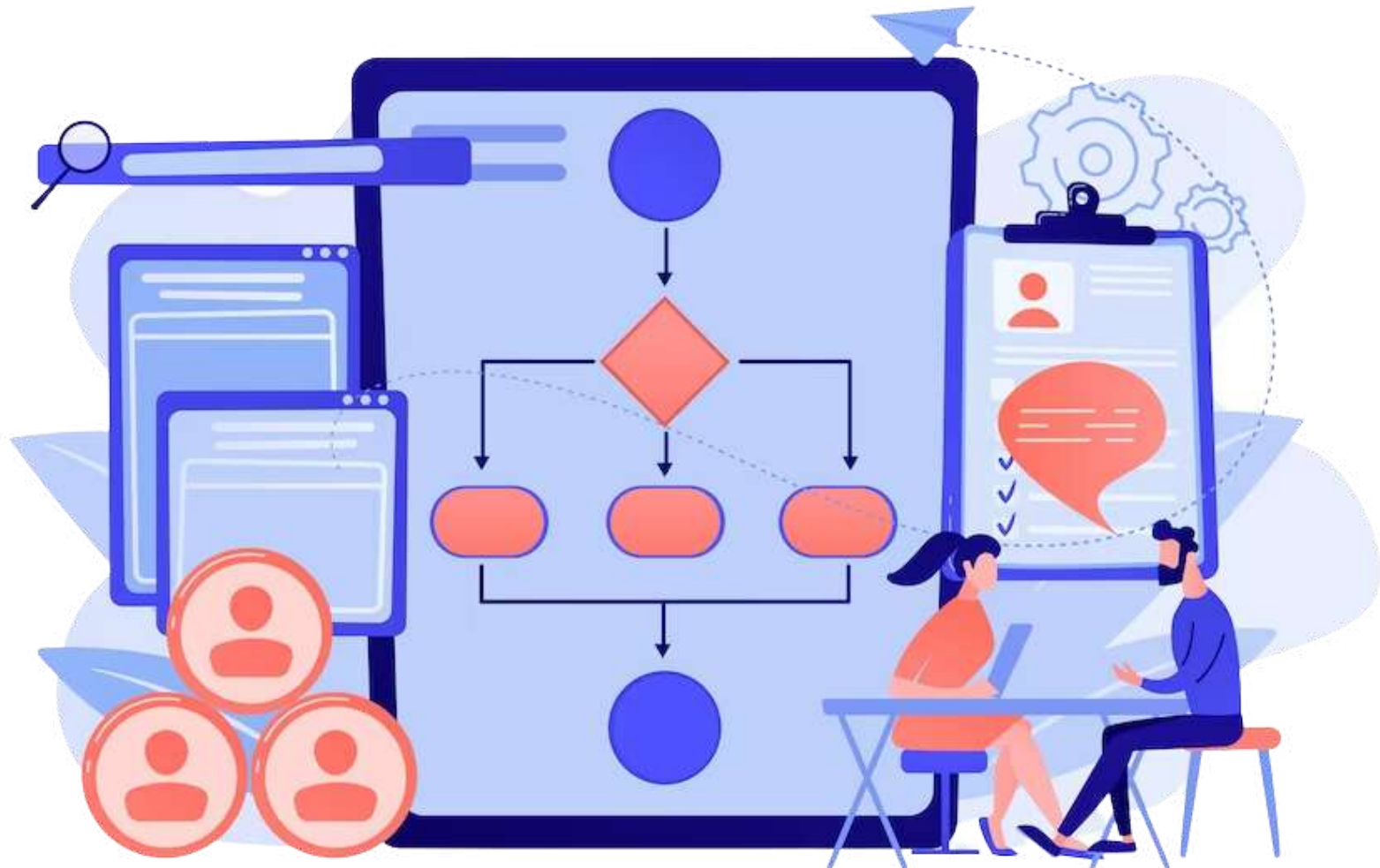
- Be respectful of all RiskPro employees, clients, partners and vendors
- Never use abusive, hurtful or sarcastic words while speaking or writing
- Deliver difficult message and constructive feedback clearly and respectfully
- Be empathetic and respect views that are different to yours

Key Enablers

- **Core values are expected to be exhibited by everyone at RiskPro, with senior staff leading by example**
- **Organizational construct and structure shall support the expected behaviours**
- **Regular and transparent communication is key to imbibing core values in our day-to-day work**



Clear Organization Structure and reporting lines



Key policies and procedures to enable right behaviours



Escalation mechanism and channels



Employee trainings and awareness



Manager coaching and mentoring



Employee communication and survey

