

# Our Values

## We value Service Excellence

We are available, reliable and work in partnership with our clients to ensure we meet all our deadlines.

- Our designs meet the client briefs
- Our work is delivered on time and to budget requirements
- We always collaborate with the team and our clients to ensure the success of the project
- We produce high quality, professional, considered designs
- We treat all clients professionally and equally

## We value resilience

Our approach is positive; we have strength and flexibility allowing us to remain stable.

- We are willing to adjust to client needs and always deliver the best possible solutions for the specific requirements of the project
- We accept feedback professionally and constructively
- We are able to direct the client/ project to the best possible outcome

## We value Innovation

We meet the challenge with enthusiasm to create original designs.

- We keep up to date with design technology
- We attend industry seminars, conferences and training on a regular basis
- We read industry magazines, web surfing, research
- We keep up to date with what our competition is doing
- We produce new ideas and products for our clients
- We are willing to offer something different to what has been done before
- We know what our suppliers can do, ie research options so that we can offer the most innovative solutions
- We offer solutions that have not been done before

## We value Integrity

We have a reputation of trust and honesty; we live up to our promises.

- We operate sustainably
- We treat people with respect
- We have respect for our clients, suppliers and ourselves
- We act on our beliefs
- We are responsible for our decisions
- We live up to our reputation as a sustainable studio

## We value Sustainability

We actively discriminate in favour of environmentally responsible suppliers and products.

- We recycle/ reuse in the studio
- We use innovation to reduce waste
- We source environmentally sensitive stock and suppliers
- We are committed to responsible environmental outcomes

## We value Achievement

We work hard to achieve our goals and celebrate our success.

- We give 100% effort to achieve results
- We recognise superior performance
- We reward fairly for superior performance