






# OUR VALUES AND BEHAVIOURS



	<b>BE THE DIFFERENCE</b> 	<b>ALWAYS CURIOUS</b> 	<b>ACHIEVING TOGETHER</b> 	<b>OWN IT OPENLY</b> 	<b>EMBRACE POSSIBILITY</b> 
	<p><b>Radian is all about doing the right thing – for our customers, for each other, for everyone. We believe in the difference we make and stand up for it every day.</b></p>	<p><b>We're always learning. That's how we grow. Try new things and love the opportunities that change brings.</b></p>	<p><b>We are one Radian. Everyone, united across the business. Working together to deliver our purpose.</b></p>	<p><b>We trust and respect each other and work together in an open, honest way.</b></p>	<p><b>Change makes everything possible. But you have to lead it, drive it and embrace it with positive energy. That's how we'll spot our opportunities, step up and make it happen.</b></p>
<b>Senior Leaders</b>	<ul style="list-style-type: none"> <li>• Role model high standards and encourage ownership for great outcomes</li> <li>• Keep us focussed on making a positive difference by sharing stories, learning and insight</li> <li>• Inspire belief in our purpose across all parts of our business</li> <li>• Create an open environment where feedback is actively and positively given and received</li> </ul>	<ul style="list-style-type: none"> <li>• Role model curiosity, enabling others to learn and improve</li> <li>• Create a supportive mentoring and coaching culture</li> <li>• Work with others to bring ideas to life - share the big picture, celebrate success stories and drive improvement</li> <li>• Demonstrate innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Inspire a culture of ownership, open sharing and positive collaboration</li> <li>• Celebrate teams coming together to do great work</li> <li>• Share our impact on internal and external customers</li> <li>• Champion shared learning</li> <li>• Remove silos</li> </ul>	<ul style="list-style-type: none"> <li>• Role model and inspire a culture of openness</li> <li>• Trust people to do what they say they'll do</li> <li>• Ensure communication is consistent and clear</li> <li>• Seek different points of view on decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Lead with agility. Adapt and act with imagination, confidence and focus</li> <li>• Bring new thinking and solutions without fear of failure</li> <li>• Confidently lead, advocate and inspire change</li> <li>• Respect the past but not be governed by it</li> </ul>
<b>Managers</b>	<ul style="list-style-type: none"> <li>• Help others to deliver on their objectives, giving clear ownership</li> <li>• Inspire belief in our purpose and work positively with people across the business</li> <li>• Develop themselves and others – growing and building on their strengths</li> <li>• Actively, openly and positively give, receive and respond to feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Create an environment for continuous improvement</li> <li>• Explore different approaches and points of view</li> <li>• Coach others – helping them to make the most of opportunities</li> <li>• Make space for people to reflect and learn</li> </ul>	<ul style="list-style-type: none"> <li>• Role model collaboration and sharing of information, insights and successes</li> <li>• Create shared objectives and accountabilities that bring the big picture to life</li> <li>• Keep everyone focussed on the customer</li> <li>• Promote a collaborative and partnership state of mind</li> </ul>	<ul style="list-style-type: none"> <li>• Create an environment where people can be open, honest and up front</li> <li>• Build relationships with respect and trust</li> <li>• Share information in context and show how it relates to the big picture</li> <li>• Encourage positive and constructive feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Adapt to change and inspire others to do the same</li> <li>• Positively challenge how it's always been done, creating new solutions</li> <li>• Empower people to find new ways to support staff through change</li> </ul>
<b>Colleagues</b>	<ul style="list-style-type: none"> <li>• Make a positive impact</li> <li>• Ensure consistent delivery that's focused on internal and external customers every day</li> <li>• Demonstrate belief in our purpose</li> <li>• Actively give, receive and respond to feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Look for better ways of working – make positive change happen</li> <li>• Be curious and interested – ask questions, learn, solve</li> <li>• Encourage others to be interested in learning and problem solving</li> </ul>	<ul style="list-style-type: none"> <li>• Work together as a team</li> <li>• Actively look for opportunities to collaborate across the business</li> <li>• Share information, insights and successes across the organisation</li> <li>• Align objectives to the strategic plan</li> </ul>	<ul style="list-style-type: none"> <li>• Listen and empathise with each other</li> <li>• Adapt feedback and delivery style to suit others</li> <li>• Build respect and trust</li> <li>• Share information openly</li> </ul>	<ul style="list-style-type: none"> <li>• Embrace new ways of working, bringing passion, perspective and energy</li> <li>• Learn from experience to create new opportunities for change</li> <li>• Be flexible and feel empowered to step up and make it happen</li> </ul>