

## Our Values

### **AIM HIGH**

#### Successful Twinings People...

- Strive to deliver results of which they can be truly proud;
  - Relentlessly seek to improve ideas and plans;
- See the potential in situations; often where others do not;
  - Respect intuition and experience, as well as hard data;
- Demonstrate rigour and discipline in their thinking, planning and execution;
  - Always do what they say they will do.

### **FREEDOM TO ACT AND SCOPE FOR GROWTH**

#### Successful Twinings People...

- Have genuine respect for the views, talents and expertise of colleagues; trust in their motivation, believe in them to get the job done;
  - Take responsibility, make things happen, and seize the initiative;
    - Learn from their mistakes;
- Take responsibility for their own development, and help others grow.

### **FIND NEW WAYS**

#### Successful Twinings People...

- Are willing to experiment; take calculated risks and challenge the status quo;
- Seek or create the best solutions; find creative ways around road blocks;
  - Thrive in a changing, often ambiguous environment
    - Show Agility and adaptability

### **LOOK OUTSIDE**

#### Successful Twinings People...

- Learn from other business units, markets, competitors, customers and consumers;
- Look to other industries and a wide range of data sources for ideas and inspiration;
- Show active interest in other teams; are happy to take other's ideas and build on them.

### **COLLABORATE**

#### Successful Twinings People...

- Go out of their way to help each other to be successful and share information freely;
  - Seek others' inputs and challenges; openly share their own views;
    - Work freely across the organisation's hierarchy and structure;
      - Work to ensure that one plus one is three or more;
  - Give constructive, challenging, straight, forward and timely feedback.