

## Medisec's Culture Statement and Behaviours Framework

Every organisation culture is built upon a set of values.

What makes values important? They are often the reason that organisational performance transforms from good to great.

Values are not just words – they represent behaviours which must be lived and breathed throughout the organisation in order for it to achieve its future goals.

Our values at Medisec are what distinguish us from others... they underpin all that we do and are very important to us.

Each member of staff has helped shape this culture statement and behaviours framework. It articulates our interpretation of our values – representing how they look when we communicate, make decisions, hold meetings, resolve conflict and solve problems.

The following page shows we express and demonstrate our values at work.

<b>M</b>	<b>Mission</b>	<p>We are in the business of protecting and supporting healthcare professionals from the moment they see their first patient, right through to retirement and beyond. We arrange professional indemnity insurance for the journey and along the way we advise them on best practice in providing safe patient care and the development of all aspects of their business. We are by their side when the stress of a medico-legal challenge, claim or complaint arises.</p>
<b>E</b>	<b>Excellence</b>	<p>We pursue excellence and professionalism in all we do.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– are passionate, proactive and highly efficient</li> <li>– go the extra mile and are always available and responsive</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– cut corners in any respect</li> <li>– ignore problems</li> </ul>
<b>D</b>	<b>Diversity</b>	<p>We know it takes people with different ideas, strengths and interests to make our company succeed. We hire the best people who live our values and task them to deliver their very best in all we do.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– encourage the exchange of ideas through healthy debate and differences of opinion</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– tolerate discrimination or disrespectful behaviour</li> </ul>
<b>I</b>	<b>Integrity</b>	<p>We are honest, genuine, open and fair. People trust us to adhere to our word and members trust us to act in both their and their patients' best interests.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– do the right thing and support our members in doing the right thing</li> <li>– demonstrate consistency and transparency in decision making and all forms of communication</li> <li>– act credibly and reliably when representing Medisec</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– compromise our standards or our ethics</li> <li>– believe in anything less than full transparency</li> <li>– pursue personal agendas</li> </ul>
<b>S</b>	<b>Supportive</b>	<p>We aim to create a culture of warmth and belonging, where everyone is welcomed, valued, helped to succeed, and respected.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– are always respectful to colleagues</li> <li>– work collaboratively and promote an energised, friendly working environment</li> <li>– are mindful of personal wellbeing</li> <li>– encourage and support our staff in growth and learning</li> <li>– ensure that our staff feel supported during the course of their work</li> <li>– respect our community and believe in giving back to it</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– treat people differently based on role, seniority, location, culture or gender</li> <li>– blame others, or give destructive or inappropriate criticism</li> <li>– adopt a self-centred approach to work</li> </ul>
<b>E</b>	<b>Empathy</b>	<p>We are compassionate, show warmth and know we can make a difference and give members comfort and peace of mind.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– are always respectful to members and stakeholders</li> <li>– are warm and try to treat all we encounter like family and friends</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– judge others</li> </ul>
<b>C</b>	<b>Committed</b>	<p>We take our responsibilities seriously and have the courage to shape a better future for our team and members. We are passionate about our service and are accountable.</p> <p><b>We:</b></p> <ul style="list-style-type: none"> <li>– are focused on longevity, sustainability, growth and constant improvement</li> <li>– act united in dealing with success, adversity and failure</li> <li>– positively value, promote and fiercely protect the reputation of Medisec</li> </ul> <p><b>We do not:</b></p> <ul style="list-style-type: none"> <li>– shirk responsibility or believe in standing still</li> </ul>