

## **Temple & Co Core Principles**

We have identified and embedded across our Firm the core elements that make up our unique culture. These values, designed to unite, differentiate and help drive priorities and strategic action, make up the nine Temple & Co Core Principles.

### **1. Exceeding customers' expectations**

We are committed to helping our customers achieve their goals by providing commercially focused legal advice of the highest quality that will consistently exceed expectations.

### **2. Providing Added Value**

This is by going the extra mile for customers, within the agreed fee structure.

### **3. Local excellence, high standards**

We ensure we can benefit our customers by combining the highest standards of business and law with local excellence of service and by maintaining the depth, quality and scale of resources necessary to meet our customers' needs whenever, and wherever, they arise.

### **4. An ambition for success**

Temple & Co's overarching vision is to be regarded as one of the region's leading niche business legal services providers

### **5. Investing in talent**

To deliver on our commitment to our customers, we recruit and develop the best people. We believe that, by delivering great customer service, we will be involved in the most interesting and challenging customer work and, as a result, achieve the reputation and the high levels of profitability which are essential to attracting and retaining the best people.

### **6. An adaptable and approachable team**

We believe in the power of collaboration, collegiality and teamwork and we have an open, approachable style. We expect our people to be flexible and creative and to have the desire and drive to embrace new experiences and challenges. We require staff to put the interests of our customers and the Firm before their own.

### **7. Thinking ahead**

To be at the forefront of the legal profession requires foresight, a desire to share ideas and a willingness to have a voice on issues of importance. We have the confidence to challenge existing thinking and to push boundaries.

### **8. Strength through diversity**

We are proud of our business and value the diversity of the people and cultures within it. In Temple & Co, people succeed according to their merits.

## **9. Community**

Our strength comes from our 'one firm' approach and our partnership ethos. They underpin our ability to deliver excellent customer service and create a working environment where talented people can and do succeed. We are ambitious for our customers and ourselves but we understand the importance of making a positive impact on the community at large.

### **Strong ethics govern how we work with you**

Strong ethics, such as working with integrity and providing customers with real transparency, guide us. We like to think they make us stand out, too.

We recruit only the best people at all levels of the business. We place a huge importance on teamwork.

We pride ourselves on our creative, 'smart' way of thinking - whether it's in how we analyse instructions and set up our legal teams, how we find the optimal solutions to complex business issues, how we approach billing, how we service our customers' on-going needs and how we work with customers rather than just for them. No matter how challenging or complex the mandate, we are not satisfied until we have delivered the highest quality.

### **Clear communication is our focus**

We do not hide behind jargon. We want customers to understand our opinions and our actions, so we will explain things to customers on a regular basis.

Using our experience and knowledge, we take the time to plan ahead for potential pitfalls so we can minimise any issues that may arise, and provide customers with a smoother, swifter service.

This is our open, honest, conscientious approach.