

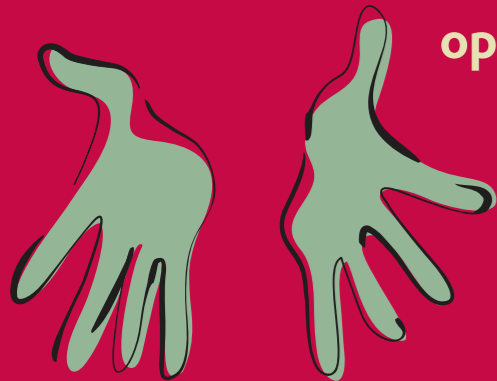
our values are



**respect & co-operation**



**ambition & excellence**



**open & approachable**

## working together

Our values epitomise the kind of firm we are and the kind of firm we want to be. They reflect the way we treat each other, the way we operate and our motivations and standards. They unite us as a collection of individuals and they define what it is about Pinsent Masons that makes people want to work with us and for us.

Our values are as much a part of our brand as our logo or our name – and our reputation stands or falls on them as surely as it does on our professional abilities and technical excellence. That's why we believe it's so important to state what our values are and understand what it means to live up to them in our day-to-day roles.

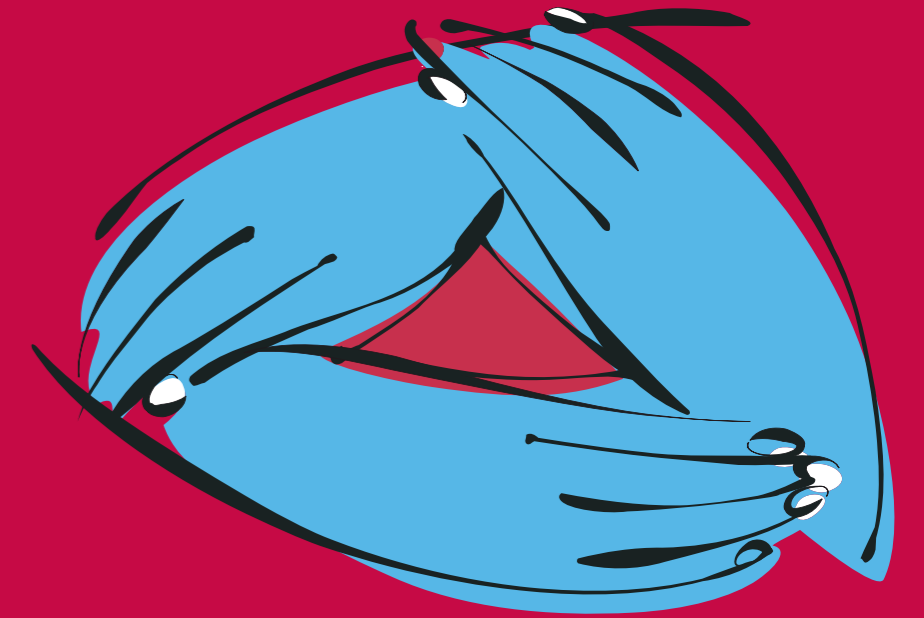
You can find out more information about Working Together by visiting [Mobi](#) or speaking to your line manager, Group Head, Director or Head of Office. Or you can start a discussion thread on Values Network to share your opinions, ask questions or find out what your colleagues around the firm think.

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[www.pinsentmasons.com](http://www.pinsentmasons.com)

## working together





## respect & co-operation

At Pinsent Masons we believe in pulling together.

We recognise individuals' strengths and acknowledge that everyone has their weaknesses, so we build teams of complementary talents that allow us to work effectively and efficiently together to get the best result for our clients, our firm and ourselves. We respect the fact that people have different motivations, skills, priorities and commitments – and different views. We listen to each other and welcome questions and ideas.

That's why we value respect & co-operation.



## ambition & excellence

No matter how good we are, we can always get better.

We don't want to settle for second best and we don't believe in "that will do".

We always provide a quality of work product and service that's second to none. We go the extra mile for our clients and for each other because we're proud of what we do and we're motivated to do it to the best of our ability - so we support and actively encourage training and development opportunities for all.

That's why we value ambition & excellence.



## open & approachable

We believe in being open, honest and unpretentious.

We're down-to-earth, we take people at face value and trust is paramount to everything and everyone at Pinsent Masons.

We're welcoming and receptive to new and different ideas. We have an open door policy throughout the firm. We speak plainly with each other while still being friendly. We're straightforward; it's as simple as that!

That's why we value being open & approachable.

### A joint development

Our values come from within: people from all over the firm were involved in their development so that we could be sure that they would mean something to us all. Everyone agreed that the values work in harmony with each other: no single value is more important than the rest, which is why everything we say and do will be measured against all the values. This is how we will maintain the spirit of the firm.

### A work in progress

Living our values – in other words, bringing our behaviour, systems, processes and operations in line with our stated beliefs – is a long term process. Realistically there may sometimes be things in our business that don't stand up to scrutiny as well as we'd like them to if examined in the light of our values. But that's not a reason to give up or to lose faith: to be inspirational and motivational our values should also be aspirational. It's that element of stretch that will ensure we are always pushing ourselves and each other to bigger and better things.

### How to use Working Together

You can use *Working Together* in a number of ways to help you live up to our values every day.

When you've read it, take a moment to think about your own behaviour. What could you do differently or better in your everyday dealings with colleagues and clients to bring the values to life? How do you like to be treated at work? Do you always behave that way yourself?

If you are faced with a difficult situation you can use the booklet to guide you. Or if you think someone has not behaved according to our values, remind yourself of some of the behaviours we prize and be guided by *Working Together* when you talk to them about it.

Equally, you can use it when you're preparing for appraisals, training courses and away days to ensure that you contribute and give feedback in a positive and constructive way that's in the spirit of the values.

You should also use *Working Together* for guidance when you are making decisions, however large or small, to ensure that your choice is in keeping with our values.

### We demonstrate respect & co-operation by

- sharing ideas, work, knowledge, resources and opportunities
- being flexible and not demanding of others what we wouldn't expect of ourselves
- never bad mouthing clients, colleagues or competitors
- valuing everyone's contribution and point of view - regardless of race, gender, age, sexual orientation, religion or ethnic background
- showing solidarity, taking joint responsibility and standing up for each other
- never tolerating rudeness, arrogance, egotism or bullying
- not being overly hierarchical or taking unfair advantage of position
- never taking clients or colleagues for granted and always giving credit where it's due
- trusting people to do a good job and giving them information and direction without imposing unnecessary controls
- appreciating the broader scope and impact of what we do, and not working in silos
- respecting confidences
- responding promptly to emails and voicemails – even if we're only able to give a holding response
- trying to resolve issues, rather than just complaining or blaming others
- not hogging work or relationships that would be better handled by someone else
- being reliable and responsible and delivering on our commitments
- acting as one firm and in the interests of the firm

### We demonstrate ambition & excellence by

- always giving our very best – technically, professionally, personally
- being responsive, looking for opportunities and planning ahead
- encouraging and promoting a continuous learning environment by supporting each other to develop new skills and competences
- anticipating the needs of clients and colleagues and providing them with solutions as well as options
- seeking out feedback from clients and colleagues and responding positively to suggestions for improvement
- understanding what constitutes best practice and adhering to it
- owning up to mistakes, correcting them and learning from them
- keeping abreast of new developments in our areas of expertise, and applying these in our work
- questioning and challenging conventional ways of doing things
- working efficiently as well as effectively
- rewarding and recognising good performance - and challenging underperformance
- always behaving with the utmost integrity and professionalism
- making sure that the right people are assigned to the job and that the best support structures are in place
- rising to challenges and embracing goals that stretch us
- aiming to deliver a service beyond expectations, consistently

### We demonstrate that we're open & approachable by

- communicating clearly, transparently and with integrity
- being courteous and displaying good manners
- being straightforward and avoiding politics and hidden agendas
- using plain English rather than trying to impress people with pretentious or inaccessible language and jargon
- taking the time and the trouble to talk to and really get to know clients, colleagues and contacts
- assuming that everyone has the best of intentions
- giving full and truthful feedback and being constructive in our criticisms
- sharing relevant information as soon as we can if it's not confidential or sensitive
- facing up to difficult issues and conversations
- speaking up when something is wrong, or when we need help
- being honest about our skills and abilities – and not overselling ourselves
- maintaining strong relationships and making people feel welcome
- being clear, open and helpful with clients about charging and billing
- being friendly and pleasant to deal with
- apologising if we've had an off day, been irritable or upset others