

Advice Cloud & Advice Gov Guiding Principles

Our Evolutionary Purpose

Harnessing public purchasing power for social and environmental good.

Guiding Principles

1. Trust

We meet others with trust and respond to others with trust.

- We trust each other to manage our own time, contributions and growth wherever we are working.
- We respect that our time management will function differently depending on the working environment and situation. Our value is outputs-based, not time-based.
- We trust one another to share our thoughts, feelings and emotions openly, should we wish to.
- We trust others to listen and respond openly and appropriately to what we share.

2. Transparency

We are open and transparent around our day-to-day practices, short and long term goals, finances, and more.

- We are open with the team about our projects, workloads and time-commitments.
- We agree internally on team input, requirements and deadlines before agreeing to take on work.
- When arranging meetings we are transparent about the goals and outputs of the meeting, setting an agenda if needed.
- Everyone is trusted and able to handle sensitive information and difficult news.
- We understand that salaries reflect individuals' scope of works and that opportunities for growth are available to all. We handle salary information with compassion and support others to reach their goals.
- We understand that our work lives and personal lives are intertwined. If something is impacting our mood or mental health, we are mindful of our choice to seek support, should we wish to.

3. Communication

We are mindful communicators.

- We consider the best form of communication in each context - call, video call, message, email.
- We adhere to expectations around acknowledging and responding to team messages. If we cannot immediately respond, we acknowledge the message and make note to respond when we can.
- We respect and trust our team members to respond to us in a timely manner.
- We are active listeners. We work to create a safe space where we support each other to feel heard.
- We seek advice in the decisions we make. We embrace a process of critical inquiry to support each other in our decision making.
- We feel comfortable in giving compassionate feedback on our ideas and work, recognising that feedback given should be constructive.
- Feedback is advisory, not directive. We use feedback to inform our decisions on how to proceed.

4. Responsibility and accountability

We support each other to meet our commitments, through compassionate confrontation.

- We recognise our joint responsibility in shaping and achieving organisation's evolutionary purpose.
- If we make a commitment to a team member, we recognise our responsibility to fulfil that commitment and communicate on its progress.
- We recognise our responsibility to ask for and offer help when it is needed.
- We feel comfortable in chasing or checking in with someone who has made a commitment to something.
- We feel comfortable sharing with the team if we are unable or struggling to meet a commitment. We follow a solutions-driven approach.
- We recognise our individual specialisms and that value of our knowledge in those areas. We will seek out advice from specialists as and when we need to.

5. Equality

We recognise that we all have equal worth and are inclusive of all voices. We work to create a safe environment where everyone can behave authentically

- We treat one another with respect always, regardless of situation. This includes the following:
 - We close or put away other distractions during meetings.
 - We do not interrupt each other in meetings.
 - We respect the role of meeting facilitator and allow that person to drive outcomes and ensure ground rules are followed by all attending.
- We have a no blame culture. Mistakes are human and we seek solutions, not blame.
- We receive thoughts, ideas and goals from the team with kindness and consideration.
- We value the work of our team members with equal importance to our own. We are considerate of everyone's time, workload and goals.
- We work together to prioritise tasks based on our evolutionary purpose.

6. Purpose and Instinct

We follow our evolutionary purpose in making decisions. We trust our instincts.

- We shape the direction of the organisation in a way that we believe will deliver our purpose.
- We follow our individual goals and support each other to see if and how they resonate with the organisation's purpose.
- We are guided by our evolutionary purpose when prioritising work. We work as a team to balance factors such as monetary value, client needs, external timeframes and workloads in decision-making.
- Forecasts and plans are dynamic and are only used to support specific decisions.

Additional points

- Values and related ground rules are not fixed, they are openly discussed and amended so that they remain a faithful reflection of what people in the organization live and believe in
- Values Training: once the new recruits are onboard, they are trained in the set of values and ground rules.
- Values Day / Teal Day: every 6 months, we hold a day everybody is invited to, to revisit the organisation's purpose, values, ground rules and more.