

HIGHEST QUALITY OF SERVICE

We know our comparative advantage is working at the frontiers of knowledge. Even in unsettled domains, we deliver the **highest quality of service**.

CONSTRUCTIVE FEEDBACK

To learn faster, we give and receive **constructive feedback**. We use this to identify excellent and sub-standard performance, which helps us all to improve.

EVALUATE

We **evaluate** our work even if there is no external requirement to do so. We help our donors to understand progress, problems and performance.

HUMILITY

Our approach is based on **humility**. We value openness in collaborating with others and we start by listening.

SOCIAL PURPOSE

Social Purpose drives everything we do. We operate as an enterprising organization, investing in the activities of our people to create positive social impact. Everything we do aligns with our mission to achieve social impact.

EFFECTIVE PARTNERSHIPS

Our sense of purpose and humility, combined with our openness to learning and commitment to working on tough issues, makes us value our networks. We play a connecting role by **creating effective partnerships**.

LEARN

We **learn** by experimenting, reflecting and sharing ideas. We know that different contexts and problems demand different approaches, so we use different tools to get the best result. We know that learning requires stretching ourselves individually and as a team.

