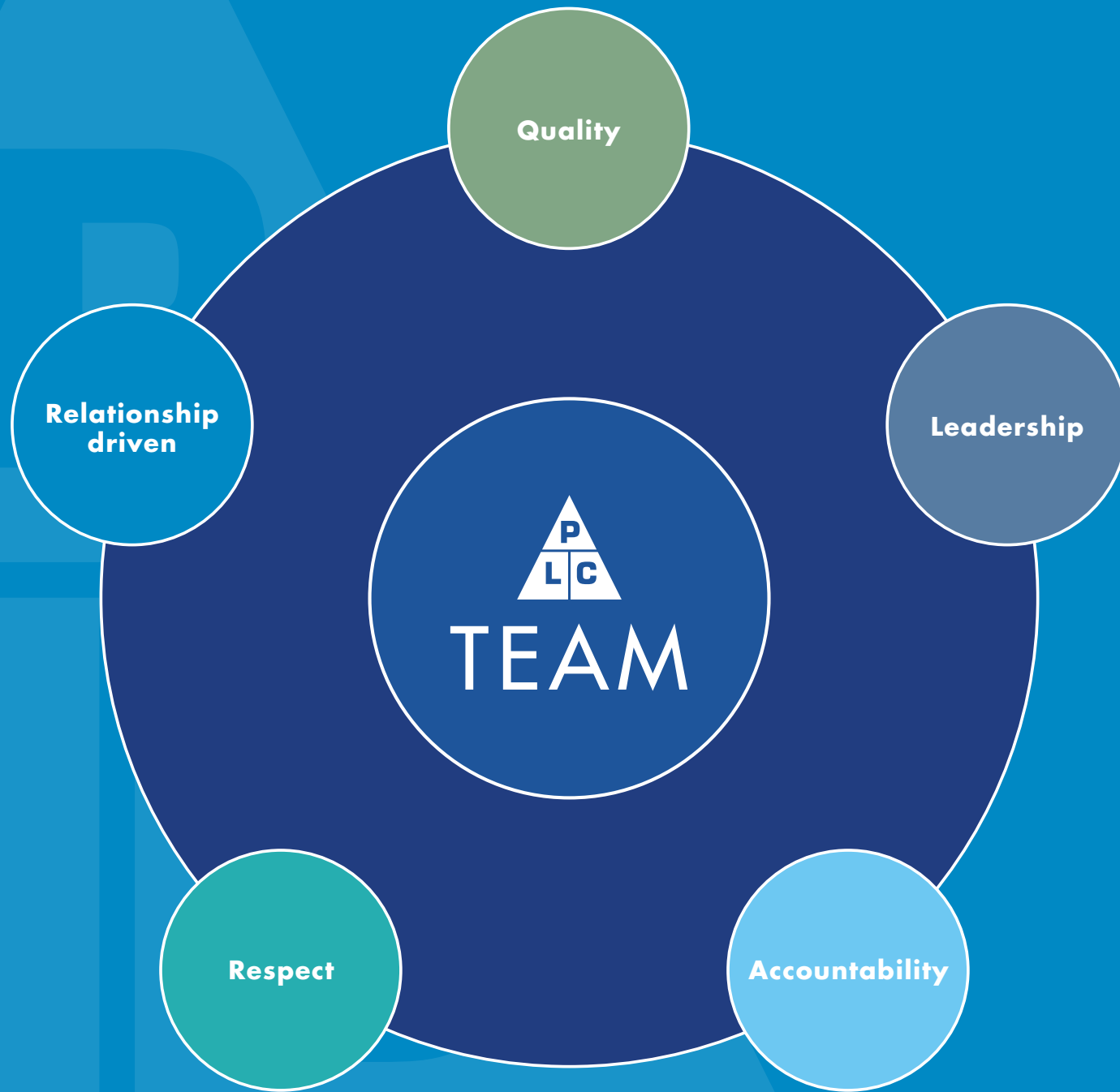


The image features a solid blue background. A large, light blue triangle is positioned in the upper left quadrant. Overlaid on this background are large, semi-transparent letters: a 'P' in the upper left, an 'L' in the lower left, and a 'C' in the lower right. In the center, the words 'OUR' and 'VALUES' are written in a clean, white, sans-serif font, stacked vertically.

OUR
VALUES





**Relationship
driven**

Building long term relationships within our team and with our Clients

- We know why we are here and what services we can provide to our Clients.
- We understand the industry we work in and the issues that may affect us.

Communicating effectively and listening to different perspectives on a regular basis

- By using a combination of methods including emails, monthly meetings, newsletters and one to one's we continually update our team with events, figures, successes, challenges and listen to any ideas they suggest.
- We provide our Clients with regular updates on matters including work they have sent us, relevant case law and news from the industry. We actively encourage feedback from our Clients and find out if there are other ways we can help them.

Giving each Client a dedicated personal contact

- We pride ourselves in giving every Client a personal contact so that they have a specific person who will gain a full understanding of their needs and support them in their decision making.

Solving problems and providing guidance and support rather than just having a transactional relationship

- In all situations we remain positive, finding and delivering the right solutions and support that our team and Clients may need.

Having a can-do attitude

- We all have a strong work ethic and are dedicated to giving our all every day to ensure the best outcomes for our Clients.



Respect

Respecting the knowledge and experience of our Clients

- We value our Clients and appreciate that each one is unique. We therefore offer tailored packages to complement each Client, and sometimes each matter.

Respecting the knowledge and experience of ourselves and the rest of the team

- We pride ourselves on producing high quality work, proving we are dependable and performing consistently.

Respecting the confidential and sensitive data we work with

- Our team are fully aware of the importance of handling all data securely. As an organisation we often have internal training on subjects including cyber security and the General Data Protection Regulations (GDPR).

Being truthful, sincere and frank – telling it how it is

- We aim to be open and honest by telling it how it is, not holding anything back and doing this in a productive way.



Quality

Employing the best people to constantly deliver results to our Clients

- We pride ourselves on our wide and varied knowledge ensuring we achieve successful outcomes for all our Clients.

Specialist and experienced Costs Lawyers and Costs Draftsmen

- We are committed to continually researching, learning and developing ourselves so that we can draft the appropriate documents to a high standard and provide up to date advice.



Leadership

Guiding and mentoring our team and Clients

- We share information, knowledge and experience to help our teams and our Clients succeed and grow.

Taking the initiative at all levels within our organisation to help others in our team and to proactively help our Clients

- We are focused on providing a workplace where everyone can take the initiative when it comes to problem solving within our team and when we are helping our Clients.

Encouraging team collaboration

- We are flexible, show our commitment to each other and help each other to solve problems.

Demonstrating high motivation and being viewed as role models

- We work with a can-do attitude and 'how can we support you' approach to everyone.



Accountability

Empowering our team to make the right decisions

- Everyone makes informed decisions based on their in-depth knowledge and sound research.

Taking responsibility for our work

- As part of our day-to-day roles we take personal responsibility for our own work. We delegate to others and plan to be organised, appreciating the value this brings to each other and to Paramount Legal Costs.

Deliver on our promises

- We communicate time frames to our Clients and deliver to the best of our ability.
- We aim to complete tasks on time as we are considerate of the impact it has on the rest of the team and Clients if we don't.

Having self-awareness of our behaviour

- We treat everyone with respect and in a professional manner.
- We ask for, and give, help and support when needed.

Seeking, and then acting appropriately on, feedback from Clients and our team

- We actively seek feedback so that we can continually improve and develop ourselves and our services to our Clients.



www.paramountlegalcosts.co.uk

info@paramountlegalcosts.co.uk

01228 815390