

Our Purpose

Your trusted partner and adviser,
working for you, with you

Our Promise

1. We recognise that our clients are why we are here.
2. We deliver a superior level of service to you, enabled by technology and great people.
3. We listen and engage with you and will always communicate in a timely manner.
4. We take the time to get to know your business and priorities.
5. We are always improving and innovating to serve you better.
6. We are transparent and accountable – we take ownership and always do what we say.

Individual Commitment

My Role as a OneTE Team Member

1. I undertake to be part of One Team of diverse, talented people who are aligned to the needs of clients.
2. I use good judgement and respect the empowerment I have in responding to the needs of clients.
3. I take ownership for the resolution and communication of client issues – even if it is not my immediate responsibility.
4. I contribute to an environment where fellow team members can learn from each other, feel valued and empowered to deliver a great service experience.
5. I have a responsibility to improve my professional development and growth as an individual.
6. I respect and protect the confidential information of our clients and TE.
7. I trust and am accountable to the OneTE Team.
8. I will individually and collectively uphold our Charter.

