

OUR VALUES

THE MEDICLINIC GROUP AND ITS EMPLOYEES SUPPORT THE FOLLOWING CORE VALUES:

CLIENT ORIENTATION

In our behaviour we:

- reflect the image of the company
 - deliver the right service in the right place at the right time
 - regard everyone who is dependent on our outputs as our client
 - determine and meet the expectations of our clients
 - measure our clients' satisfaction regularly
 - respect our clients' right to confidentiality
 - personally accept responsibility for client service
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TEAM APPROACH

In our behaviour we:

- promote positive team behaviour
 - ensure the participation of all role players in problem solving
 - set common goals
 - exhibit responsible, fair, honest and effective leadership and followership
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MUTUAL TRUST AND RESPECT

In our behaviour we:

- share information to the benefit of the company
 - listen with empathy
 - communicate openly and honestly
 - exhibit respect for the individual and his or her dignity
 - respect personal and company property
 - solve problems on a win-win basis
 - greet and acknowledge one another
 - maintain an ethical standard
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PERFORMANCE DRIVEN

In our behaviour we:

- set objectives and give regular performance feedback
 - ensure that each individual knows what the standards are and what is expected
 - give recognition to whom it is due
 - offer each employee the opportunity to develop to his or her full potential
 - eliminate activities that do not add value
 - promote continuous improvement in productivity
 - base all appointments and promotions on competence and performance
 - accept mentorship as a management task
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