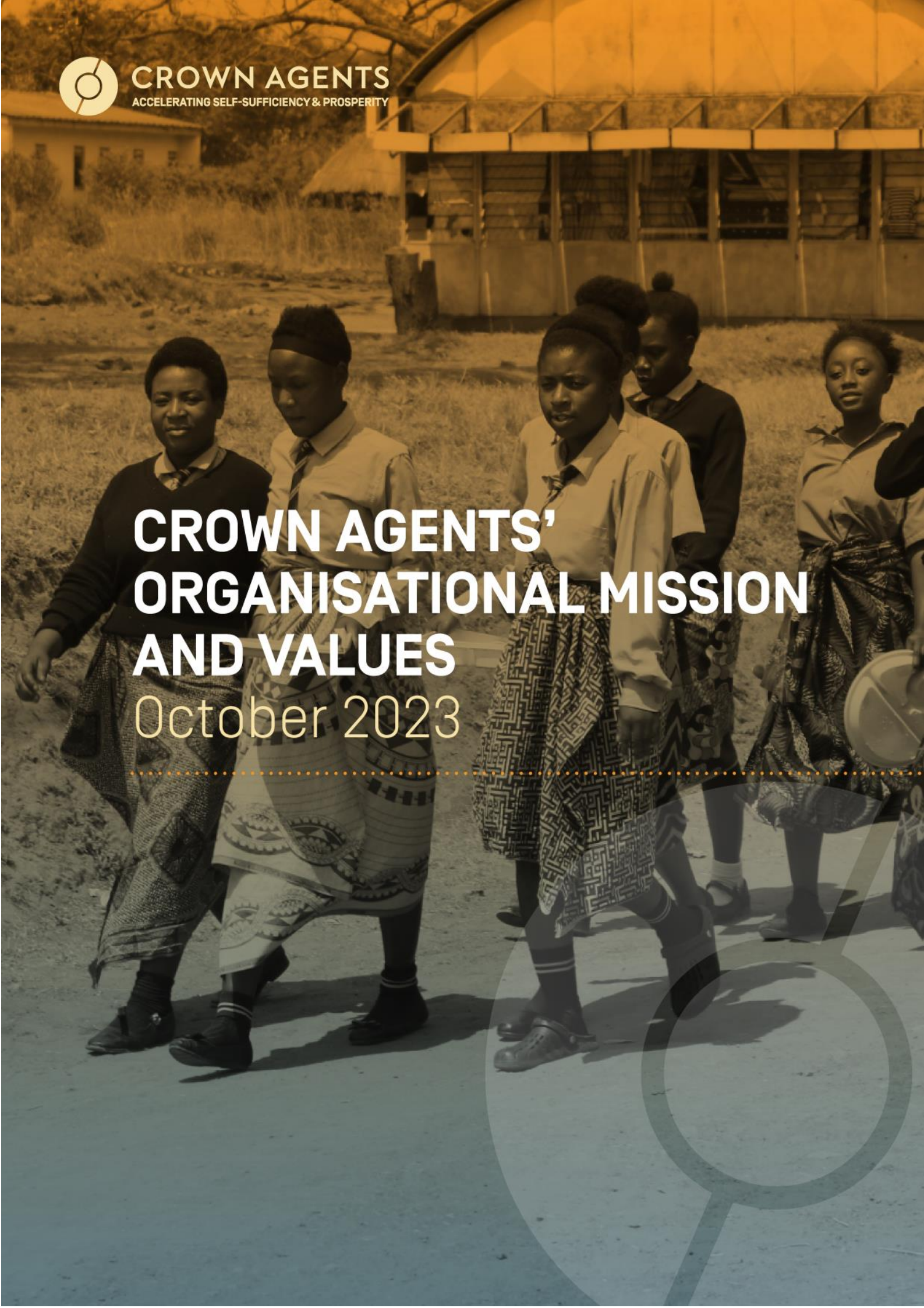




**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

# **CROWN AGENTS' ORGANISATIONAL MISSION AND VALUES**

October 2023





## 1. Mission Statement

Crown Agents is a not-for-profit international development company working in over 80 countries across the globe to tackle some of the toughest challenges that governments and institutions must solve to improve the quality of life and opportunity for all their citizens.

Our Mission is to Accelerate Self Sufficiency and Prosperity for all. We are committed to ensuring no individual, community or society is left behind. We work to empower citizens and their representatives in government to sustainably accelerate self-sufficiency and prosperity for their communities, businesses, institutions, and countries. We believe that for nations to successfully shape their future, and for citizens to take control of their lives, projects need to have a life of their own, beyond our input.

Our primary purpose is to work with resource-constrained countries and governments to accelerate progress and deliver Sustainable Development Goals by 2030.

## 2. Company values

### Courageous and Authentic

Two core values guide our decisions and underpin policies, objectives, procedures, and strategy, namely, to be **“Courageous”** and **“Authentic”**.

For us, **“Courageous”** means performing in the face of adversity, working in challenging environments to bring positive change and questioning and challenging the status quo.

For us, **“Authentic”** means responding to uncertainty with continuous openness to change and a desire to deliver meaningful outcomes, staying true to what we believe is right and acting with complete integrity and transparency.

Underpinning and interwoven into our values is the principle of **inclusion**.

For us, **“inclusion”** means two things:

- 1) being inclusive in our approach to consulting, recognising, respecting and harnessing the lived experience, knowledge, skills and expertise of diverse stakeholders, including historically marginalised individuals and groups, and;
- 2) seizing opportunities to advance the human rights, needs and priorities of women and marginalised groups (including but not limited to people who experience prejudice and discrimination on the grounds of their age, sexual orientation, disability status, ethnicity, religion, or location) wherever it is possible to do so and supporting them to participate to ensure we do not reinforce gender inequality and social exclusion.

This is demonstrated in how we:

#### a) Treat clients and partners (including subcontractors and suppliers):

| Courage                                                                                                                                                                                                                                                                        | Authenticity                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>✓ We strive to do the right thing</li> <li>✓ We engage with clients and partners confidently, sure of the value we must offer</li> <li>✓ We ask for feedback from clients and partners</li> <li>✓ We push back appropriately</li> </ul> | <ul style="list-style-type: none"> <li>✓ We have a genuine desire for our clients to succeed, to meet their aspirations</li> <li>✓ We treat our clients and partners with professional courtesy and respect irrespective of their size or influence in the sector</li> <li>✓ Transparency and ethical business practice underpin all of our operations</li> <li>✓ We forge vibrant and equitable partnerships with organisations, and groups from the Global South</li> </ul> |



**b) Deliver contracts and pursue new opportunities:**

| Courage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Authenticity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>✓ We have a compelling desire to improve our market through sharing experiences and ensuring our interventions are grounded in a strong understanding of gender inequality and social exclusion</li> <li>✓ We have the courage to extend our reach into new areas of the market, outside of our comfort zone</li> <li>✓ We work in countries where there are significant security, human rights and corruption risks because we know our work can help to mitigate those conditions for people living there</li> </ul> | <ul style="list-style-type: none"> <li>✓ We listen to our clients and key stakeholders so that we deliver an original and tailored solution – not an off-the-shelf solution</li> <li>✓ We act with integrity, acting within the letter and spirit of the law</li> <li>✓ We use facts and data, and believe being intellectually honest in our proposals</li> <li>✓ We operate by the principle of “do no harm” at a minimum but strive to advance the rights, needs and priorities of women and marginalised groups</li> </ul> |

**c) Treat colleagues:**

| Courage                                                                                                                                                                                                                                                                                                                                           | Authenticity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>✓ We trust each other but we will also challenge with respect and facts</li> <li>✓ We have the courage to admit we need help so that we can each personally develop</li> <li>✓ We help colleagues achieve the best work-life balance for them</li> <li>✓ We stand up to inappropriate behaviour</li> </ul> | <ul style="list-style-type: none"> <li>✓ We’re open and honest in our communication and other dealings with colleagues, bringing out the best in each other and value the contribution of every colleague whatever their role or seniority</li> <li>✓ The organisation’s long term overall objectives are more important than individual aims</li> <li>✓ We expect all our staff to respect one another’s varied backgrounds, as well as their specific professional experience and expertise.</li> <li>✓ We actively encourage all of our staff and contractors to work in an inclusive, transparent and collaborative manner</li> </ul> |

**d) Behave:**

| Courage                                                                                                                                                                                                                                                                                                   | Authenticity                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>✓ We all take ownership and accept personal accountability in our area of responsibility, with a deep commitment to deliver results</li> <li>✓ We acknowledge our own unconscious biases and encourage honest and supportive conversations in this area</li> </ul> | <ul style="list-style-type: none"> <li>✓ We have and will always have a healthy dissatisfaction with the status quo</li> <li>✓ We identify potential barriers to inclusion and take steps to overcome these barriers</li> <li>✓ Acting with honesty and integrity is at the heart of everything we do</li> </ul> |