

The Experian People Standard



Consistently Deliver Great Results for Our Business and Customers

- Consistently demonstrate deep personal drive and accountability for great performance, delivery and customer satisfaction
- Be outcome and service focused; it's the impact of what you deliver not the effort input that really matters
- Move quickly through thinking to decision to action. Ensure decisions are sustainable. Stay focused on execution and service; be pragmatic and be intolerant of over thinking, complexity and bureaucracy
- Apply sound judgement, even without all the facts
- Be selfless and show humility in the pursuit of company goals, put teamwork above personal ambition and actively help others to achieve their goals.



Grow Yourself

- Have humility, be open to feedback and learning from others
- Demonstrate self awareness, know your strengths and weaknesses; own your development
- Commit to developing yourself towards our Experian People Standard to the benefit of yourself, your colleagues, our customers and Experian.



Support Positive Growth and Change

- Be active in helping to grow Experian globally
- Make a difference: judge well where and when to intervene to drive improvements
- Influence and inspire others through compelling and authentic communication; have a positive impact in your communication whether with individuals or groups
- Support and embrace change, help others through ambiguity and complexity. Be adaptable
- Demonstrate cultural understanding when working with your global colleagues.



Be a Committed Team Player

- Connect with your colleagues to support your own and their performance and development
- Have a leadership mentality: don't wait for things to come to you: be proactive
- Be a talent champion; support your team's development by sharing your knowledge and experience, refer great talent to Experian
- Contribute to building a positive culture.



Build Strong and Productive Relationships, Internally and Externally

- Demonstrate skill at relating to different types of people including peers, other colleagues and external business partners, clients and customers
- Build and sustain trust and respect with others, internally and externally, through real relationships
- Work the matrix. Establish and leverage a network to achieve outcomes.



Have Purpose, Integrity and Pride in What We Do

- Demonstrate a deep personal commitment to our Heart of Experian ambition and our core DNA 'Connect, Protect, Create' and be an agent for change to bring this to life
- Be a role model for 'doing it right'; rewarding great and addressing poor behaviours
- Behave with global passion
- Care about our customers
- Demonstrate the kind of personal integrity that inspires others
- Be an ambassador for our Customers and our Corporate Responsibility agenda; give back.