



# Our Values and Principles

## Lombard Risk: A Trusted Global Provider

From the outset, the vision at Lombard Risk was to develop global solutions that reduce the risk inherent in the operations of the financial industry. Lombard Risk is a specialised global software company exclusively focused on managing collateralised trading and improving regulatory compliance.

Like most great ideas, Lombard Risk was founded with a passionate belief that there had to be a better way to manage trade processes, counterparty risk and regulatory compliance. This desire for a better way gave rise to a company built on the principles of customer focused delivery, continuous technical innovation, deep domain expertise, and an unrelenting will to succeed globally. These four principles are the cornerstones of our company and what enables Lombard Risk to deliver truly innovative solutions.

Today, our mission is accomplished through the application of our values and the hard work and commitment of all of our staff. Proudly, we have become a trusted global provider to the financial industry and large corporations around the globe.

### Customer Driven Focus

- ❖ We strive to maintain long-lasting, happy relationships with each of our customers by continually improving our service standards.
- ❖ Where delivery commitments are jointly agreed to, we will do everything in our power to exceed those commitments in terms of quality and delivery milestones.
- ❖ We will involve the appropriate people in all key decisions taken by the company, to ensure that the commitments we make have been bought into by those who are going to deliver them.
- ❖ We value each other's differences, place a premium on respect for the individual, and understand that diversity builds stronger teams by integrating different viewpoints and skills as we keep our focus on our customers.

### Continuous Technology Innovation

- ❖ We will work together with a clear focus and a passion for developing good ideas into innovative solutions.
- ❖ We encourage people to contribute to innovation outside of their direct area of responsibility to improve our products and service to our clients as well as enhance our presence within our industry and also our community.
- ❖ We hold ourselves accountable and we will challenge something we feel is wrong. When issues need to be escalated, we will collectively recommend potential solutions and present creative ideas for resolution.
- ❖ We listen to our customers and partners to continually evolve our solutions to meet and exceed their needs and stay ahead of market trends.

### Deep Domain Expertise

- ❖ We encourage our staff to continually improve their knowledge and skills thereby ensuring that our solutions and services address the ever-evolving needs of our customers.
- ❖ We recognize individual contributions and celebrate our achievements. Peer-to-peer recognition in addition to that from our managers is a key element of our culture.
- ❖ We accept that as a learning organization, we will all make the occasional mistake. We value expertise and respect those who openly mentor and share information with others.
- ❖ We support individuals in achieving their personal goals through training and mentoring, so that we can maintain the highest levels of ethical and professional competency as we strive to reach our potential.

### Global Awareness and Integrity

- ❖ We will uphold ourselves to the highest standards with a commitment to be ethical, reliable, and deal with integrity throughout the world.
- ❖ We are committed to doing our best in terms of proactive contribution and achievement to enable our company to grow to become one of the finest financial solution providers in the world.
- ❖ We will take time out to build better relationships with our colleagues, partners and customers, especially those located in different countries from our own.
- ❖ We will deal with each other with honesty, openness and mutual respect. Where tensions occur between individual and corporate purposes, we will surface them and work through them together so we can deliver our best results.