



Vision

Improving Life Chances

RM is about improving the life chances of people – worldwide – by delivering outstanding education products and services that help teachers to teach and learners to learn.

Values

Customer Success

- We are inspired by a determination to make our customers more successful

High Standards

- We strive for excellence in everything we do, we set high standards for ourselves and believe that results matter
- We act quickly to address the causes of poor performance

Innovation and Improvement

- We are bold in finding new and better ways of doing things
- We recognise that successful innovation and improvement are essential for RM's success and we support people in taking risks and developing themselves
- We accept that innovation will sometimes lead to failure, but we learn from our mistakes

Openness

- We communicate information honestly, openly and straightforwardly
- We respect and listen to other's opinions and willingly volunteer important information
- We argue our point of view strongly, make decisions promptly and support the consensus

Respect for others

- We treat everyone with the respect, fairness and trust we ourselves would expect in a similar situation

Enjoying ourselves

- We believe working for RM should be an enjoyable part of our lives
- We spend so much time here that we have an obligation to each other to make it enjoyable