

COSTELLO MEDICAL CAREER STORIES:

How a Company's Culture Translates on a Global Scale

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MY BACKGROUND

When I first joined Costello Medical as a Statistician three years ago, I found the onboarding process and support system in place incredibly helpful. I was the only Statistician in the Singapore office at the time and my assigned mentor was a Senior Analyst in London. Even though I had more of a niche role, from day one my mentor was on hand to help me with any questions I had, despite them not being based in Singapore. I was encouraged from the start to engage with both my line manager and mentor for support, and a very clear distinction was made between the two.

WORKING FOR COSTELLO

From the beginning of their journey at the company, Costello Medical nurtures its new employees and this was a clear point of difference compared to my peers who work for Singapore-headquartered companies. At Costello Medical, junior team members are provided with the responsibility

to showcase what they are capable of from the outset, which is both a strong selling point and very motivational.

I have found that the company culture at Costello Medical is very different to elsewhere in Singapore, especially in terms of how the company treats its people. It really cares – colleagues will check on your workload and they don't expect you to work overtime. People are recognised for their behaviour as well as their performance, and there are always opportunities for us to praise one another. These are just some of the unique benefits that come with working for a UK company – it's evident in the everyday practices that the UK work culture has successfully transferred to our office even though we are thousands of miles away.

MY PROJECTS

After six months of working in a more 'behind the scenes' role at the company, I now engage with clients on a very regular basis. Costello Medical's work ethic is centred around doing work 'for good', and so sometimes when clients push back against our suggestions, the company is in a strong position to be able to say no if it doesn't quite align with our values. I'm really happy that the company's

values align with my own in terms of transparency and 'doing good' for clients – that's why I've been here for four years (and counting!).

COMPANY CULTURE

I also love the open lines of communication that we have at Costello Medical which I think really defines the company culture here. Prior to visiting the Cambridge office for the first time, I'd mostly worked with just a few individuals from there but when I arrived, I was pleasantly surprised that even people who I had never worked with before were so open and welcoming. The company's openness definitely extends to the Singapore office too – the open plan nature has helped to encourage this and you can walk around and talk to anyone of any seniority or role within the team.

SUMMARY

I think that my passion for openness is the reason the company put me in charge of engaging with new starters for their IT induction. It's one of the ways to ensure that the company culture resonates here even though we are not in the UK where the head office is.

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