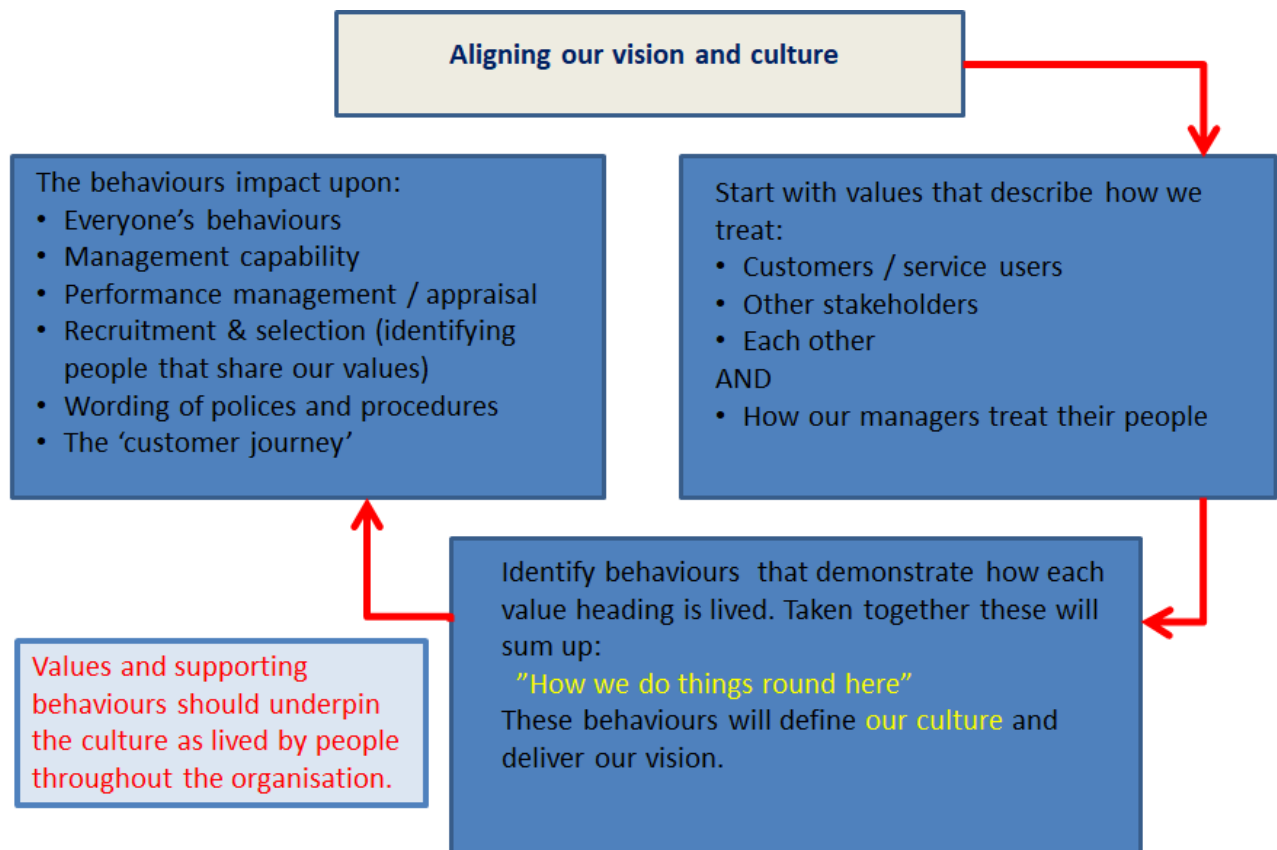


## Corporate Values and behaviours

The values of your organisation support how you treat all stakeholders ethically and responsibly. This may appear to be a 'soft' issue, but all of us have some values and beliefs which impact upon our thoughts and actions. Organisations are finding it increasingly important to manage these as they underpin the vision, direction and day to day activities throughout. Recruiting people who share similar values and giving people feedback on how their behaviours match the desired culture are a very powerful way of ensuring consistency and motivation.



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The draft set of values below provides an example which can be used to support your organisational vision by translating it into statements that summarise your culture.

You can adapt the list to suit your organisation – perhaps recognising both how people treat each other as well as the way you deal with your external customers.

The values can also be used to develop and support behavioural statements of how people live your culture. These can, indeed should, be extended to set out management capability.

Ideally, the values will be subheadings sitting over the desired behaviours. The values and behaviours set needs to be 'owned' by all of your people and are therefore best developed with a much involvement from people at all levels as you can reasonably manage.

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## **Our Values**

This set of values underpins all of our work, including how we treat our customers, suppliers and each other. People are our greatest asset and our employees are expected to respect and encourage our values at work: -

- Developing mutual respect by insisting on the highest integrity and personal standards - in you and those around you.
- Promoting loyalty, teamwork, individual responsibility, support and the strength that comes from diversity.
- Ensuring equality of opportunity in all employment practices, policies and procedures.
- Observing all legal and ethical requirements, including maintaining a safe and healthy workplace for employees and visitors.
- Accepting responsibility, turning words into actions, doing what you say you will do.
- Treating all communication as a two-way process - being honest and open.
- Sharing information, involving others, so everyone knows what they should contribute to the business.
- Developing people through trust, with freedom to act and responsibility, creating an environment where everyone has the opportunity to grow and a responsibility to help develop others.