Our behaviours and standards describe the expectations we have of all employees to help the organisation grow and succeed. They identify what each of the behaviours and standards might look like for the following groups of staff:

Frontline Workers – roles that are responsible for achieving individual, team and corporate targets.

Personal Qualities

Developing Self Awareness

Demonstrate self-awareness in everyday situations including being aware of others responses to their behaviour and actions.

Managing Yourself

Challenge themselves to try new ways of thinking and working. Demonstrate that they are clear about their responsibilities at work. They are able to work on their own as well as part of a team.

Acting with Integrity

Demonstrate respectful and honest behaviour and consistently put their values into practice that also align with those of the organisation. Is trustworthy, honest and dependable in all their engagements. Actively promote equality and diversity by being sensitive to the nine protected characteristics and they treat everyone with dignity and respect.

Working with Others

Effective Relationships
Spend time to construct and preserve successful and respectful relationships, adapting their approach according to others and each situation. Communicate in an open and candid manner, using suitable language. Demonstrate effective communication skills in order to promote the needs of our customers.

Encouraging Others
Engage with and encourage customer feedback that enables collaborative decision-making. Empower others to engage in meaningful activity to promote customer engagement.

People and Performance

Leading People
Are approachable and they foster trust to be able to build rapport with others.

Leading Performance
Take responsibility for their actions to ensure that excellent customer service is delivered.

Direction and Strategy

Leading Change
Enthusiastically seeks to understand the range of factors that determine why change is made and how it will affect them personally.

Decision Making
Take part in consulting with others and contributing to decision making about the direction of their working area. They demonstrate that they can influence others to be able to deliver the best of what our customers expect.