



Always putting **safety first**

- Attend safety training
- Plan work safely
- Wear prescribed PPE
- Follow planned methods of work
- When things change, stop and re-plan to work safely
- Say 'no' to unsafe acts
- Tell us if you see a safety problem
- Offer ideas to improve safety



Being **commercially aware** in all that we do

- Make sure that you know how your role contributes to the success of our business
- Follow proper processes and procedures
- Always seek to minimise unnecessary cost and waste
- Check information is accurate before sending to others
- Review progress against targets. Re-plan work if necessary
- Identify and submit ideas for improved ways of working and opportunities for innovation
- Behave with honesty and integrity at all times



Delivering our **service** through building positive internal and external relationships

- Speak in person or by phone as much as possible
- Work together to develop the best possible outputs and solutions
- Ask for views and opinions of others: thank all contributors and offer explanations if their views have not been incorporated or addressed
- When working with others, agree clear objectives, do what you agree to do and confirm it is done
- Offer support and assistance when others need help
- Review future activities and put plans in place together to deliver the service



Developing, valuing and respecting our **people**

- Identify and act on learning opportunities for yourself and others
- Share knowledge to help those around you learn
- Say 'thank you' for good work and contributions from others
- Nominate colleagues for the Grits if they deserve recognition
- Address each other by name
- Let others finish talking
- Demonstrate that you have listened
- Only give feedback which is constructive and factual
- Be respectful of other; values, opinions, skills, backgrounds and experiences at all times
- Report any disrespectful behaviour



Enjoying what we do

- Smile and greet each other
- Identify, acknowledge and celebrate all our successes
- Volunteer for working groups and forums and support social activities
- Tell someone if you have a problem and you need help
- Make time for others
- Learn more about what others do and what motivates them, take an interest
- Stay healthy and make use of internal wellbeing activities and support