

Mission Statement



Reinforcing the foundations of our communities by inspiring loyalty through the commitment of our trusted co-owners.

Reinforcing Success Through Our Values

Professionalism – we strive to consistently achieve high standards and be leaders in our industry

Compassion – we strive to be understanding and supportive of our people

Transparency – we strive to be open, honest and straightforward in everything we do

Reinforcing Our Behaviours

Professional

Working together
Politeness
Safety focused
Leading by example
Self-awareness
Continuous improvement

Compassionate

Demonstrate understanding
Show empathy
Value worth
Kindness
Thoughtfulness
Encourages others
Being supportive

Transparent

Accountability
Learning from mistakes
Honest and trustworthy
Openly communicate
Act with integrity

Reinforcing Our Culture

Customer driven | Future focused | Safety first | Inclusive | Proactive | Motivated | Learning | Trusting
Engaging | Leading by example | Friendly | Approachable | Delivering successful outcomes

Behavioural Framework - Levels

Senior Leaders	Are expected to display all these behaviours, be accountable for their actions, proactively encourage the organisation to act in the same way and also embed the culture into their work ethic through leading by example.
Managers	Are expected to display all these behaviours, be accountable for their own actions and proactively encourage their team members to act in the same way.
Individuals	Are expected to display all these behaviours and be accountable for their actions.

Professional

Working together, politeness, safety focused, leading by example, self-awareness and continuous improvement.

- Takes the initiative to resolve problems.
- Takes a proactive approach to service delivery and makes evidence-based decisions to improve productivity and customer service.
- Safety focused and committed to zero-harm.
- Works collaboratively with people by co-operating and consulting to achieve joint outcomes and individual team objectives.
- Performs their role to a high standard at all times, keeping up to date with relevant professional skills and knowledge.
- Consistent and reliable, prioritising building trust with others.
- Positively engages with new ways of working and implementing learning.
- Is flexible, adapting to changing needs and engages by asking questions.

Compassionate

Demonstrate understanding, show empathy, value worth, kindness, thoughtfulness, encourages others and being supportive.

- Gives others the opportunity to express themselves without interrupting/judging.
- Acts with kindness, recognising and supporting the wellbeing of others, whilst recognising their own needs.
- Recognises and respects other people's skills, strengths, views, ideas and suggestions.
- Is interested in other people's motivations and perspectives.
- Willingness to learn about others and considers different points of view.
- Ensures that an appropriate standard of privacy and dignity is maintained.
- Takes constructive action in response to inappropriate behaviour.

Transparent

Accountability, learning from mistakes, honest and trustworthy, openly communicate and act with integrity.

- Open-minded, unbiased and honest in their approach.
- Actively listens and promotes respectful two-way dialogue.
- Is self-reflective and accepts constructive feedback, will ask for support or advice when needed and willing to learn from mistakes.
- Shows accountability over mistakes and delays.
- Is approachable and communicates in a clear, sensitive and concise manner.
- Willing to share information and takes ownership of their areas of the business.