

# Values and behaviours

Updated 3 November 2023

Please familiarise yourself with our values and behaviours.

## Customer Focused

- We seek to understand our customers and respond to their needs
- We keep our customers informed and explain our decisions
- We listen to and learn from customer feedback

## Proactive

- We plan ahead
- We actively look for opportunities to improve
- We use our initiative to solve problems

## Inclusive

- We respect everyone and treat them fairly
- We are open minded
- We challenge inappropriate behaviour

## Accountable

- We take ownership
- We ask for support when we need it
- We do what we say we will