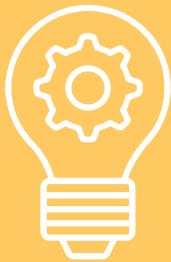


Our values



Trust

We earn trust by doing the right thing - for our colleagues, our customers and for the community. We are open and honest in our dealings both internally and externally. We act with integrity and accountability, rectifying our mistakes and using them as a learning opportunity.



Proactivity

We embrace change and use our initiative, motivated to find the smarter way. We encourage each other to speak up and contribute, especially when what you think is different to what you are hearing.



Communication

We recognise that sharing information increases our ability to be effective. We are thoughtful in our communications ensuring that our messaging is respectful and understandable to all. We are responsive, demonstrating commitment to resolving problems with innovative solutions



Respect

Respect is at the forefront of every interaction we have with our customers, colleagues, partners and members. In return we should expect to be treated respectfully. It begins with the active inclusion and acceptance of all that join us or access our services and being open to unfamiliar and different views to our own.



Kindness

Kindness matters to us. We are inventive and work tirelessly on our customer's behalf so they know that we care and are doing our best for them. We are equally kind to our colleagues, offering help and support when needed. We celebrate achievement and recognise everyone's contribution.