

# STANDARDS OF EXCELLENCE



We expect excellence from ourselves and each other, every day. We ensure that everyone feels valued and respected at all times.

## RESPECT

- Support others to improve their lives
- Treat everyone with respect and kindness
- Appreciate differences in others
- Discuss any concerns directly with the person
- Be open and honest

## ACCOUNTABLE

- Build and maintain a positive, effective work environment
- Choose positive actions, find solutions, manage my emotions
- Consistently provide professional and reliable service
- Take responsibility for my own growth

## ADAPTABLE

- Work collaboratively and offer help to others
- Be receptive to coaching
- Embrace change

