

## Our Values and Behaviours Framework

We **trust** each other to **care**, be **confident** and **work together** to achieve the best for our **customers**



- **CUSTOMER DRIVEN;** our customers are at the heart of what we do and their feedback helps us shape our services.
- **We CARE;** we are accountable for our actions and take pride in supporting and encouraging each other to ensure we deliver the right outcome for our customers.
- **We WORK TOGETHER;** we connect, collaborate and build positive relationships across our workforce, partners and communities in order to design and deliver the right customer solution.
- **We are CONFIDENT;** we challenge, innovate and adapt, to deliver continual improvement and meet changing customer needs.
- **TRUSTED;** our work environment is one of honesty and mutual respect, where we are empowered and everyone's contribution is valued.