



Core value

Respect



Care of yourself and others whilst supporting diversity of skills, backgrounds and perspectives.

Acceptable

- Respect yourself by looking after your health and wellbeing.
- Have face to face dealings when appropriate.
- Demonstrate general upfront respect:
 - acknowledge and greet people
 - knock before entering office
 - hold doors open for colleagues and customers
 - use eye contact
- Use appropriate language in phone conversations and correspondence.
- Respectfully acknowledge customers circumstances e.g. disability, ethnicity, education, geographic location, financial circumstances etc.
- Listen, actively look and be interested.
- Keep commitments.
- Conduct fair and firm dealings.
- Know and respect boundaries.
- Acknowledge and value difference of opinion.
- Trust and delegate tasks with staff.
- Consult with staff on realistic deadlines.
- Seek ideas from staff and respond to them promptly.
- Provide constructive feedback.

Unacceptable

- Use mobile phones or other devices when attending presentations.
- Crack jokes or make inappropriate comments while someone else is speaking.
- Discrimination on any ground.
- Non-compliance with the *Codes of Conduct*.
- Consistently ignore someone's opinions or views.
- Set unreasonable targets or deadlines.
- Interrupt people.