



INTERNAL CUSTOMER STANDARDS

WE WILL:

- Be respectful.
- Be honest and open.
- Listen and allow others to express their views.
- Value and respect each other's professional expertise, role and responsibilities.
- Be mindful that we work in different ways and remain committed to collective effort.
- Engage positively in joint work.
- Be clear about roles and the purpose of meetings.
- Be punctual for meetings and come prepared.
- Be responsible for our behaviour and accountable for our work.
- Complete agreed actions to agreed timescales or explain why that is not possible.
- Constructively challenge; challenge the behaviour not the person.
- Have courageous conversations.
- Be kind to others and ourselves.
- Believe the intentions of colleagues are good and respond accordingly.
- Treat others as we would like to be treated.
- Ensure your needs are met (where possible).
- Be part of contributing to a competent workforce.
- Use a flexible approach where applicable and promote collegiate working between teams and colleagues alike.