



# Respect

We work enthusiastically to deliver high quality every day, striving to meet business goals and customer expectations.

Expected	Desirable	Aspirational
<b>These must be demonstrated by all of us.</b>	<b>All of us should try to demonstrate these.</b>	<b>These are required by those who would like to progress into senior/managerial roles.</b>
We are respectful and considerate to colleagues and clients.	We are respectful of colleagues workload and willing to share our time even when under pressure.	We demonstrate a clear understanding of others behaviour and attributes using this knowledge to realise the potential of the team.
We do not tolerate discrimination or bullying in any of its forms.	We value the input of others, equally and are not dismissive of others suggestions.	We support and embrace diversity, encouraging all to recognise achievements and contribute to a respectful culture.
We treat others how we would expect to be treated, being inclusive and understanding.	We trust our colleagues to fulfil their responsibilities.	We are role models for colleagues demonstrating an inclusive and fair style of leadership, considering everyone's needs.
We understand the impact of our behaviour upon our colleagues.	We maintain our professionalism even when faced with challenges.	We challenge poor behaviour and seek to modify it using the proper means.

## Unacceptable Behaviour

- You do not demonstrate basic manners.
- You deliberately exclude others from group scenarios.
- You allow discrimination and bullying to take place.
- You are disrespectful, insensitive or unhelpful to colleagues or clients.
- You demonstrate a lack of empathy with colleagues or clients.
- You do not value colleagues workload or priorities.