

Our values of **Safety**, **Excellence**, **Customer** and **Respect** shape the way we work whilst focusing on delivering efficient, and right first-time highway services for North Yorkshire. The behaviours define “**how**” we are expected to approach our work and working environment. The Leadership Principles are to help support managers in leading their teams

Our Values		Our Behaviours	Leadership Principles
<b>Safety</b>	We put the safety of ourselves and the community first in everything we do and how we act	<ul style="list-style-type: none"> <li>Being committed to preventing accidents, incidents, injuries and ill health</li> <li>Challenging unsafe situations, behaviours and working practices</li> <li>Understanding and abiding by our health and safety policies, procedures and rules so we all go home safe</li> </ul>	<ul style="list-style-type: none"> <li>Manage a safe environment where everyone can go home safe</li> <li>Support the Health and Wellbeing of all Staff</li> </ul>
<b>Excellence</b>	We deliver timely high-quality, efficient effective and continually improving services	<ul style="list-style-type: none"> <li>Performing to our best and taking responsibility for our work</li> <li>Using our resources effectively, removing inefficiencies and minimise waste where possible</li> <li>Thinking differently and sharing ideas and information when we can see an opportunity for development</li> </ul>	<ul style="list-style-type: none"> <li>Lead and develop a high performing team</li> <li>Enable opportunities to improve how we do what we do</li> </ul>
<b>Customer</b>	We pursue excellence by putting our customers at the heart of everything we do	<ul style="list-style-type: none"> <li>Taking Pride in what we do and being motivated to deliver the best results for our customers</li> <li>Quickly adapting to changing situations, requirements and priorities</li> <li>Working flexibly and collaboratively with our customers to meet their needs</li> </ul>	<ul style="list-style-type: none"> <li>Work together to ensure the best service delivery for our customers</li> <li>Provide feedback to engage and motivate staff to perform at their best</li> </ul>
<b>Respect</b>	Treat our colleagues and customers with Dignity and Respect	<ul style="list-style-type: none"> <li>Creating a supportive and inclusive work environment</li> <li>Valuing the different perspectives, opinions and contributions of others</li> <li>Treating people as individuals, fairly and with respect</li> </ul>	<ul style="list-style-type: none"> <li>Create an inclusive working environment that fosters a culture of respect and fairness</li> <li>Be a role model for your team</li> </ul>