



South Staffs Water



Cambridge Water

# Values



## Equality, diversity and inclusion

We embrace and value employees from all cultures and backgrounds.

We encourage all our employees to be themselves and value their unique contributions to delivering our vision and goals.

We adopt diverse and inclusive approaches to build effective relationships.



## Excellence in service

We lead by example and look beyond our own area and sector to improve our ways of working.

We go above and beyond for our customers, stakeholders, colleagues, partners and the environment, consistently delivering work of an exceptional high standard.

We develop strategies and ideas to ensure outstanding service, and continuous change and improvement.

We actively encourage innovation, looking within and beyond our business to lead the way.



## Responsibility

We are self-motivated to deliver to a high standard and encourage our colleagues to do the same – taking action and showing commitment to do the tough work of getting it right.

We demonstrate a sense of ownership and responsibility for the delivery of our business objectives and outcomes, initiating improvements and enabling a blameless culture.

We take a proactive approach to health and safety in everything we do, and strive to be a zero accident workplace.

We recognise our role in protecting the environment.



## Trust and respect

We respect and value those we work with and embrace the contributions of others.

We have regard to our own integrity, strength and ability, and that of our colleagues.

We delegate responsibilities to empower others to be trusted to make decisions.

We build trusting relationships with colleagues and third parties