



What's in our DNA?

As a part of the ateb team we have a collective responsibility to live our DNA.

#InYouWeTrust TRUST

Trust is the essential building block to our organisation, without it, things just won't be as good. We will be **open** in our approach so that we can **learn** from each other's experiences and we will **care** about what we do and how we do it.

#AccessAllAreas TOGETHERNESS

We will be **inclusive** in everything we do as diversity of background, experiences, skills and views enrich our work and services. We know we will need help, so we will seek out and sustain strong **collaborative** arrangements with our partners and stakeholders.

#GetThingsDone EMPOWERMENT

We will take **ownership** of our customer outcomes and be **accountable** for our actions. We will have a **proactive** attitude and always seek to innovative and **improve** what we do. Things change, so we must always be **flexible** to adapt to situations and make sure that we are always delivering the right **outcomes, efficiently** with **great customer experience.**



What does our DNA look like?

#InYouWeTrust TRUST

How will this look?

- > Support for colleagues
- > Putting others first
- > Sharing information freely
- > Admitting and learning from mistakes
- > Being open and honest
- > Listening to others
- > Delegating
- > Involving others
- > Respecting others

How will this NOT look?

- > Too much control
- > Lack of respect
- > Being secretive
- > Not involving others
- > Undermining others
- > Not communicating with others
- > Being dishonest and closed

#AccessAllAreas TOGETHERNESS

How will this look?

- > Involving others
- > Being approachable
- > Ensuring there is equality of opportunity
- > Being open to change
- > Communicating with others
- > Encouraging and listening to feedback
- > Understanding and respecting others

How will this NOT look?

- > Not Involving others
- > "Closed door" approach
- > Lack of understanding
- > Disrespectful
- > Discrimination/harassment
- > Inconsiderate and uncaring
- > Unprofessional

#GetThingsDone EMPOWERMENT

How will this look?

- > Taking ownership
- > Being supportive of others
- > Taking responsibility for own actions
- > Communicating with others
- > Admitting and learning from mistakes
- > Sharing information freely
- > Being a team player
- > Encouraging others
- > Being open to change

How will this NOT look?

- > Unhelpful "can't do" mentality
- > Inflexible
- > Resistant to change
- > Apathy
- > No risk taking
- > Problems with no solutions