



COLLABORATION



RESPECT



ACCOUNTABILITY



FAIRNESS



TRANSPARENCY



Values Definitions



Contents

Introduction	4
Collaboration	6
Respect	8
Accountability	10
Fairness.....	12
Transparency	14



Welcome to our authority values

At Harwich Haven Authority we pride ourselves on delivering a world class service to our customers through our ability to work together and support each other no matter which team we work within. The way we work together is of the highest importance to the Authority as it is through our behaviours that we achieve our success.

This booklet describes five values that we require from all our employees in order that we continue to work well together and deliver our services to the highest possible standard. We hope that you enjoy reading them.





COLLABORATION



What we mean by Collaboration

Team Member

- We work as a positive member of the team, supporting our colleagues to the best of our ability
- We adopt a flexible approach to working tasks understanding the needs of our team and department and aiming for best possible outcome
- We ensure that our communications are not harmful or hurtful and are supportive of the team and Authority
- We are mindful of the needs of external stakeholders and customers when making decisions

Supervisor

- To work as defined within the team member section and also to
- Promptly manage negative or destructive behaviours within the team in accordance with HR policies and procedures

Manager

- To work as defined within the team member and supervisor sections and also to
- Role model collaborative behaviours and actively build relationships between departments to support cross functional working

Executive Member

- To work as defined within the team member, supervisor and manager sections and also to.....
- Work as a cohesive team, providing appropriate challenge in support of the Authority's strategies and plans

Chief Executive

- To work as defined within the team member, supervisor, manager and exec sections and also to.....
- Work with the Exec team to provide direction and appropriate challenge to drive the Authority's strategies and plans

What we don't mean by Collaboration

- We won't agree with every statement made however we will disagree appropriately and respectfully
 - We won't blindly follow instructions without question however we will raise concerns appropriately and respectfully
 - We won't implement every suggestion made by our customers however we will take their concerns and opinions into account
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- We won't involve every member of our team or other teams in our decision making however we will involve people where appropriate
 - We won't accept every different view or opinion however we will take time to listen and understand them



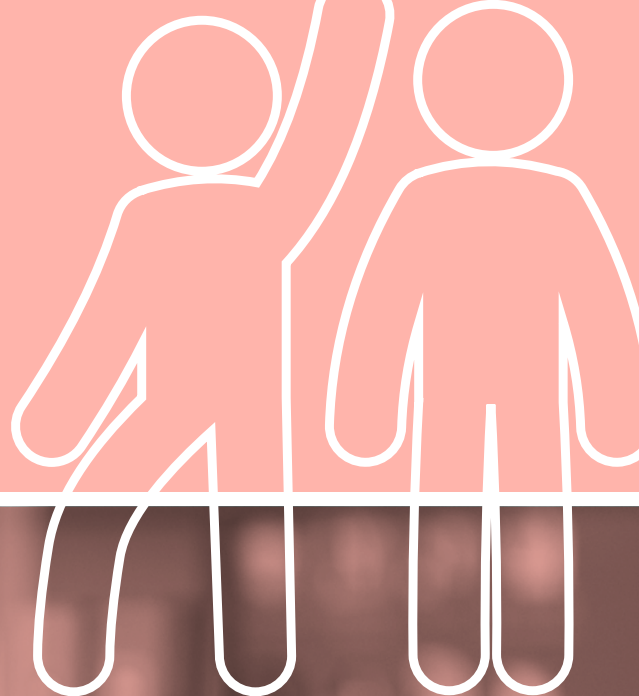
RESPECT



What we mean by Respect:	What we don't mean by Respect
Team Member <ul style="list-style-type: none">• We treat others the way we would wish to be treated• We support everyone's worth, regardless of background, abilities or dogmas• We raise concerns and opinions in an appropriate manner and in an appropriate forum• We take care with our external messaging and consider the views of external stakeholders and customers	<ul style="list-style-type: none">• We won't always like our line manager or our colleagues however we will respect the position and will raise differences of opinion appropriately• We won't always deliver messages that are easy to hear however we will give consideration to the most appropriate way to deliver difficult communications• We won't have an in-depth knowledge of all areas of the Authority's work, all relevant legislation and all external stakeholders however we will listen to the expert opinions of colleagues who do
Supervisor <ul style="list-style-type: none">• To work as defined within the team member section and also to• Consider the rights and feelings of both individual and team when making decisions	
Manager <ul style="list-style-type: none">• To work as defined within the team member and supervisor sections and also to• Be understanding and supportive of the work of the wider authority and take care to share this knowledge appropriately	
Executive Member <ul style="list-style-type: none">• To work as defined within the team member, supervisor and manager sections and also to• Work together as a cohesive team understanding and supportive of all areas of the Authority's operation• To ensure that the Authority gives consideration to the needs of its external stakeholders and adheres to all appropriate legislative requirements	
Chief Executive <ul style="list-style-type: none">• To work as defined within the team member, supervisor, manager and exec sections and also to• To be understanding of the external business environment and take care to share this knowledge appropriately via my Exec and Management teams	



ACCOUNTABILITY



What we mean by Accountability:

Team Member

- We take responsibility for our actions both within and external to the Authority
- We deliver on commitments, achieving measurable results
- We speak up promptly and honestly when there is a problem

Supervisor

- To work as defined within the team member section and also to
- Take responsibility for our actions and those of our team, addressing people concerns effectively and in accordance with HR procedures

Manager

- To work as defined within the team member and supervisor sections and also to
- Take responsibility for our actions and those of our department, addressing people and operational concerns effectively and in accordance with appropriate policies and procedures

Executive Member

- To work as defined within the team member, supervisor and manager sections and also to
- Take responsibility for the management of risk, compliance with legislation and for driving the continued success of the Authority

Chief Executive

- To work as defined within the team member, supervisor, manager and exec sections and also to
- Take overall responsibility for the Authority's ongoing operations, corporate social responsibilities and compliance.

What we don't mean by Accountability

- We won't always be able to deliver on our commitments due to factors outside of our control however when this happens we will highlight the problem promptly to our line manager so that appropriate action can be taken
- We won't always be able to implement our preferred solution to a problem however we will always highlight the risks to the Authority so that informed decisions may be taken



FAIRNESS



What we mean by Fairness:

Team Member

- We believe people should be treated equitably
- We consider other people's perspectives and opinions with open-minded impartiality
- We respond reasonably and professionally to requests from colleagues, managers, stakeholders and customers

Supervisor

- To work as defined within the team member section and also to
- We are consistent in our approach to our team members and colleagues

Manager

- To work as defined within the team member and supervisor sections and also to
- Be supportive of our supervisors and do not act to undermine their positions

Executive Member

- To work as defined within the team member, supervisor and manager sections and also to
- Ensure that our supervisors and managers are equipped with all appropriate training, equipment and communication in order to effectively carry out their role
- Be supportive of our managers and do not act to undermine their positions

Chief Executive

- To work as defined within the team member, supervisor, manager and exec sections and also to
- Ensure that all Authority stakeholders are represented and have a voice in the appropriate forums

What we don't mean by Fairness

- We won't always agree with our colleagues however we will give genuine consideration to their opinions and perspectives
- We won't treat everybody in the same way however we will ensure that our actions are appropriate to the individual and are not discriminatory
- We won't treat all our team members in the same way however we will treat them as individuals and will take time to understand their needs
- We won't blindly support our supervisors or managers however we will provide any required challenge or feedback in an appropriately private setting



TRANSPARENCY



What we mean by Transparency:

Team Member

- We are straightforward and ethical in all our dealings both internally with our colleagues and externally with our customers and stakeholders
- We have no hidden agendas
- We speak honestly but appropriately, demonstrating sensitivity as to how messages may be received

Supervisor

- To work as defined within the team member section and also to
- Pass information regarding significant team/individual issues or concerns to senior management promptly and work constructively to resolve
- Cascade information received from the management team promptly and effectively and check for understanding
- Not shy away from tackling difficult situations

Manager

- To work as defined within the team member and supervisor sections and also to
- Pass information regarding significant departmental/team/individual issues or concerns to the Exec team promptly and work constructively to resolve
- Cascade information received from the Exec team promptly and effectively and check for understanding

Executive Member

- To work as defined within the team member, supervisor and manager sections and also to
- Discuss significant Authority/departmental issues or concerns as a team and work together constructively to resolve
- Cascade information through our management teams promptly and effectively and check for understanding

Chief Executive

- To work as defined within the team member, supervisor, manager and exec sections and also to
- Discuss significant Authority/departmental issues or concerns with the Exec team and the Board and determine the response to be adopted
- Cascade information through my Exec team promptly and effectively

What we don't mean by Transparency

- We won't share all Authority information with all employees, customers and stakeholders however we will share information honestly and appropriately
- We won't always wish to share informal discussions with our colleagues with our line managers however we will encourage colleagues to raise concerns honestly and appropriately
- We won't engage with gossip or rumour however we will share factual Authority information with our colleagues
- We won't always have easy messages to share however we will ensure that we deliver difficult messages promptly and sensitively
- We won't always be able to share sensitive information about team members with the wider team however we will encourage team members to be open with colleagues when they are struggling

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