

## The culture we want to work in together

### Employee Charter



## 1. Our Commitment to Each Other

- Our conduct towards each other will reflect our shared values of care, collaboration and trying hard.
- Treat each other with professionalism, dignity and respect.
- Value each other's opinion and contributions regardless of their role or seniority.
- Work as a team to help and provide support to each other.
- Discuss the impact that behaviours are having on each other.

## 2. Expected Behaviours

- We listen to each other without being dismissive.
- We take accountability for our mistakes and do our best to fix them.
- Be curious, not judgmental. Think before we speak and be open minded.
- Lift people up, don't drag them down.
- Communicate boundaries and have ongoing open conversations about what constitutes 'banter'.
- Accept and work on constructive feedback that is given to you. When giving feedback, know what is constructive to someone and what isn't.

### 3. Behaviours We Will Not Accept

- Refusal of constructive criticism.
- Malicious gossip (as opposed to just getting something off your chest).
- Allowing professional disagreements to become personal conflicts.
- Continuing behaving in a manner that someone has already expressed discomfort with.
- Excusing inappropriate comments as 'just banter' when they demean, exclude, intimidate or offend others.
- Encouragement of inappropriate 'banter'.
- Disrespectful comments made about other people (whether about protected characteristics or not).
- Contribution to a culture where people do not feel safe, valued and respected.

### 4. Speaking Up & Support

- We need to make a culture together where people feel safe expressing discomfort.
- How situations are handled may depend on personalities and working relationships, and it can feel harder to challenge some individuals. Where appropriate and you feel comfortable, try to resolve concerns directly first. If not, discuss confidentially with KLH or WM.
- Feeling secure that your concerns will be dealt with seriously and fairly.
- Trust each other to assist in any situation where you feel what someone has said or done isn't acceptable.
- Have each other's back if you hear or see something that doesn't feel right.

### 5. Our Shared Responsibility

- Hold ourselves accountable for our behaviour and the interactions that we have with each other.
- Uphold the values of the business in everything that we do.
- Challenge inappropriate behaviours but be constructive.
- Reflect on feedback given and aim to improve based on it.
- Understand that creating the culture that we want to work in is everyone's responsibility.

### 6. Declaration

Signed By:

Employee Name:

Employee Signature:

Date: