

# Our Values



## We Listen

- We always put ourselves in our customers' shoes
- We will always take the time to listen actively and to explain our reasoning for the decisions we make
- If we have to make difficult decisions we do so having considered all the issues



## We Trust

- We trust each other to do the right thing, acting with integrity and for the right reasons at all times
- We work hard to build the trust of our customers and partners
- We trust ourselves to innovate and continually improve the way we work



## We Care

- Many of the decisions we make affect peoples' lives. We remember this in everything we do
- We care about our customers and each other and we care about Mole Valley
- We are passionate about ensuring the best for our residents and communities



## We Respect

- We are all different. We all matter
- Even if we do not agree with each other we respect our different opinions
- We value our relationships and treat each other as we would want to be treated



## We Lead

- We take pride in what we do
- We take ownership for all that we do
- We are ambitious for Mole Valley and ensuring the best for our residents and communities