

# Our core values and behaviours

## Our service value

## Key behaviours

## We strive to...

### Right touch

Fair and proportionate

Be fair, reasonable and well-informed. Ensure our actions support good regulatory outcomes for all our stakeholders and give certainty and confidence.

Aware of the bigger picture

Anticipate developments that may affect us and those around us. Be curious and inquisitive, ask questions and challenge assumptions. Be flexible and enabling of responsible innovation. Plan for the future and think of the impact of our work.

### Collaborative

Open

Look outward, share ideas, listen to others and embrace their knowledge. Collaborate with everyone. Be approachable, transparent and accountable.

Decisive

Make decisions in a timely manner with confidence and clarity.

### Value for money

Effective and productive

Pursue our priorities energetically. Get it right first time and swiftly deliver effective outcomes. Innovate to find creative solutions and work more efficiently.

Professional

Be experts: we are role models and we support others. Be reliable, be consistent, pay attention to detail and focus on quality.