

# OUR CULTURE AND VALUES



## ✓ OUR CULTURE

### A business that people want to work for and with.

Having a culture where people can thrive and enjoy work is central to achieving our vision and our business strategy.

At the heart of our culture is the principle **“work is something that you do, not somewhere that you go”**. Our agile and flexible working environment means that our people have freedom to get on with their jobs and deliver great results for customers. We don't have fixed desks and most of us don't need to work set hours, instead we trust our people to do the right thing for the business and their customers. Working at Yorkshire Housing shouldn't always feel like work, we're big on having fun too and celebrating our achievements!

We aspire to lead the way through innovation, looking ahead and outwards, connecting with others and doing things differently in order to do them better. We measure ourselves on the outcomes we achieve and the impact we make, and we do what we say we are going to do. We take personal responsibility for our decisions, our actions and our performance, and get things done by working collaboratively.



At the core of our culture is our shared belief in making a positive difference to people's lives. We're driven by pride and passion for what we contribute to society. Being sustainable, ethical and responsible are important parts of who we are. We're also passionate about making Yorkshire Housing inclusive and welcoming.



## ✓ OUR VALUES

### What matters most to us and what our colleagues should expect of each other.

#### 1. Create trust

- Do the right thing, not the easy thing
- Be honest and open
- Do what you say



#### 2. Be curious



- Think differently
- Ask questions
- Keep learning

#### 3. Make it happen

- Own it
- Do it
- Be empowered



#### 4. Achieve impact



- Do things that matter
- Deliver results
- Show pride and passion

#### 5. Have fun

- Enjoy work
- Be yourself
- Stay connected

