

Our Behaviours framework



Revised June 2026

Creating a great place to work for the people of Edinburgh

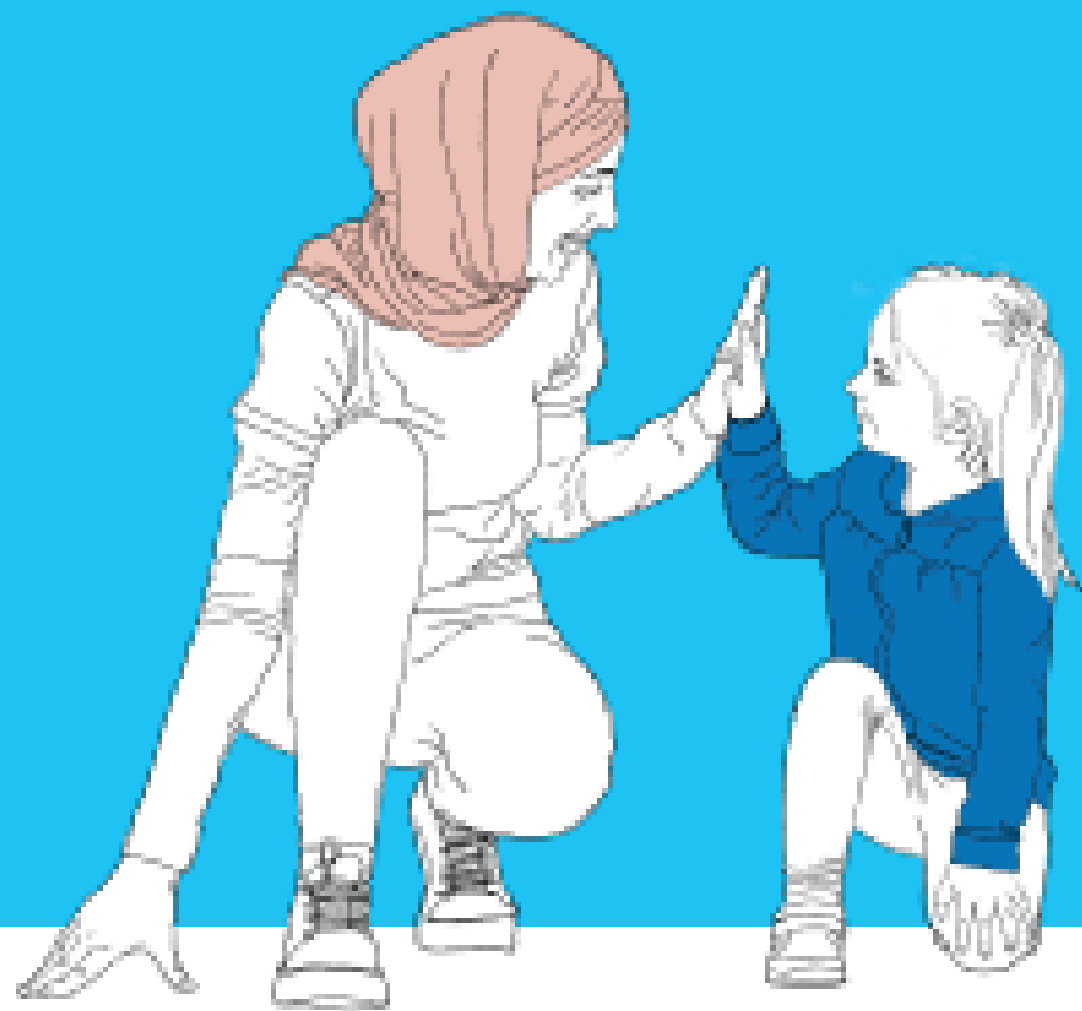
We're proud to work together for the people of Edinburgh – making a positive difference to the city and the lives of our residents and communities every single day. But this can only happen through the hard work and commitment of our colleagues, who are the most valuable part of our organisation.

A strong and positive organisational culture can shape the way we work together, how we approach our challenges and how we relate to others. We want our workplace to be open, positive, inclusive, and safe. One that supports and empowers everyone to be their best self and do their best work. One that celebrates the benefits of our diversity and within which every colleague feels trusted, valued and recognised for their contribution. An organisation founded on Our Behaviours of Respect, Integrity and Flexibility.



Respect

- We provide exceptional service
- We're inclusive and collaborative
- We promote equality
- We treat others with fairness, understanding and kindness
- We take time to listen and put people at the centre of everything we do



Why respect?

Everyone has the right to be treated with dignity, fairness and respect. Our colleagues have said how important they think it is for everyone to be respectful, kind and inclusive at work. When we're respected and show respect in return, we help create a workplace in which everyone feels heard and valued, we work together more effectively, and we better deliver on our service commitments and business plan priorities.

Providing exceptional service to everyone we work with - our residents, colleagues, customers and partners - is a huge part of how we show respect. It lets people know that we're listening, we understand their needs and that they're important.

When we show respect, we all ...

Take the time to listen, react positively to appropriate requests and work through problems and disagreements calmly and politely to find solutions

Treat others fairly, understand that everyone is equal and see the benefit of learning from others

Get to know and understand what's important to others and build good relationships

Recognise the contribution that everyone brings at work

Look out for others and are ready and available to help when needed

Show compassion and kindness and think about the impact of our body language, words and actions upon others

Take care to make others feel comfortable and included and give them a chance to be heard

Understand that everyone matters, show patience and are open and honest

Work together to provide great service, are helpful and gain the trust and support of others

Leaders also...

Lead with fairness, take a person-centred approach and encourage a team mindset that puts the customer first

Create an inclusive environment where everyone can contribute, be heard and is supported to be their best selves

Recognise and promote the understanding of people's differences, strengths and value

Provide regular constructive feedback and show appreciation for efforts and achievements

Integrity



- We do what's right
- We respond quickly to everyone who contacts us
- We deal with issues early to prevent them becoming bigger problems
- We're open, honest and we think before we act
- We take responsibility for our decisions and actions and learn from mistakes

Why Integrity?

Showing integrity is about doing the right thing. Our colleagues have said they want our organisation to be more open and honest, for people to take responsibility even when things go wrong and to avoid placing blame. They want their concerns to be taken seriously to feel safe at work and have more involvement in decision making.

Integrity is also about working hard for our residents and city in a way that's ethical, responsive and avoids unnecessary problems and issues. It means checking with ourselves that we're doing the right thing, doing our jobs without delay and taking responsibility when we get things wrong. When we show integrity, we help create a happier, more trusting workplace and our residents will have confidence in our services.

When we show integrity, we all ...

Focus on creating the right outcomes for our residents, colleagues and city

Check in with ourselves that we're behaving ethically to do the right thing and deliver the best service

Take responsibility for individual actions and commitments, act quickly and trust others to do the same

Accept that mistakes happen and own them when they do, avoid blame and work with others to resolve and learn from them

Speak up and act with courage when faced with challenging situations affecting ourselves or others

Help others learn, share information at the right time and work positively together

Seek relevant support and guidance when a situation is unclear or could negatively impact on people or the organisation

Take decisions and actions that will help create a greener, more sustainable, fairer and prosperous city

Leaders also...

Promote a sense of ownership, choice, trust and collaboration for everyone

Create opportunities to be responsive, build collective strength and skill, and nurture individual talents positively and professionally

Encourage ideas, opinions and self-reflection in a collaborative way and actively represent the interests of all

Promote a working environment where we address and learn from concerns in an ethical, prevention-led, wellbeing-focused, and eco-friendly way

Flexibility



- We always help – there should be ‘no wrong door’
- We work with others to adapt to changing requests, needs and priorities
- We keep it simple
- We’re open minded and seek better ways of doing things

Why Flexibility?

Our colleagues have said it's challenging and frustrating trying to get things done. They want to get on with their jobs without unnecessary obstacles and want their ideas to be heard. They also want to be empowered to make decisions and improvements themselves. Our priorities are ambitious and we continue to live and work in challenging times. This means that to succeed together, we need to learn to flex and adapt. When we're flexible and offer flexibility to others, we can also improve job satisfaction, services and relationships.

Being flexible means proactively finding ways to make sure our residents, customers and colleagues can access the support they need in the best way possible. It's also about accepting that things can change quickly and we need to adapt to make sure we're delivering what's needed for our city.

When we show flexibility we all ...

Work together to prioritise what's important, deliver what's needed and help everyone achieve their goals

Give time to help others find the right support and understand the value our support can give

Look for improvement, are open to feedback and are willing and determined to try different ways of working

Recognise that different opinions are important and consider a range of ideas from everyone that reflect current circumstances

Accept that change happens all the time and it can help us learn, grow and improve

Look for positive ways to make change work and view it as a useful opportunity

Find straightforward, effective and sustainable ways to get things done

Make the effort to listen to and connect with others

Leaders also...

Drive change, work sustainably and plan for the future

Demonstrate and encourage a flexible mindset and empower others to lead and deliver successfully

Lead through challenging and changing situations and coach and support others to deal with new, differing and conflicting demands

Create the right environment for others and help to remove barriers so great results can be achieved