

## Appendix D



### The IMPACT Behaviours

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**Responsible** – We take ownership of our actions and are accountable for our performance, finding a solution to every problem and making appropriate decisions

**Communicative** – We express ourselves clearly, respectfully and with enthusiasm, varying the way we communicate to ensure the message is understood

**Adaptable** – We maintain a positive outlook and we are adaptable and show flexibility in the way we work

**Challenging** – We are innovative, challenging the status quo to drive continuous improvement in everything we do

**Cooperative** – We work collaboratively with colleagues and partners, building and maintaining effective working relationships with a range of people

**Outcome focused** – We deliver timely and excellent results focusing on quality outcomes for our customers