



## Middle Marches Community Land Trust

### Policy on Values and Behaviours

This document sets out the values and behaviours expected of Board Members, Board Associates, Volunteers and Contractors. They apply to all situations when communicating in writing, by phone or face-to-face.

#### 1. Value: Friendly

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We will	We will not
<ul style="list-style-type: none"><li>▪ Look for the positives in someone's ideas before the negatives</li></ul>	<ul style="list-style-type: none"><li>▪ Take advantage of others' kindness or skills</li></ul>
<ul style="list-style-type: none"><li>▪ Seek to work with others to deliver better outcomes</li></ul>	<ul style="list-style-type: none"><li>▪ Be quick to dismiss others' contributions</li></ul>
<ul style="list-style-type: none"><li>▪ Listen with an open mind</li></ul>	<ul style="list-style-type: none"><li>▪ Behave in a discourteous manner – verbally or physically</li></ul>
<ul style="list-style-type: none"><li>▪ Be honest in a considerate manner</li></ul>	<ul style="list-style-type: none"><li>▪ Bully or undermine people</li></ul>
<ul style="list-style-type: none"><li>▪ Speak up when we have a gap in our knowledge or understanding</li></ul>	<ul style="list-style-type: none"><li>▪ Ignore other members of staff if they are felt to be beneath us</li></ul>

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#### 2. Value: Caring

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We will	We will not
<ul style="list-style-type: none"><li>▪ Consider the impact of our decisions on others before acting</li></ul>	<ul style="list-style-type: none"><li>▪ Abuse our position over others by showing favouritism or discrimination in any way</li></ul>
<ul style="list-style-type: none"><li>▪ Do what we say we are going to do (or provide an explanation if we are delayed/ no longer able to)</li></ul>	<ul style="list-style-type: none"><li>▪ Expect others to work 'above and beyond' when we are not prepared to do so ourselves or because we are staying later</li></ul>
<ul style="list-style-type: none"><li>▪ Support others personally and professionally – especially when they are struggling or managing a stressful situation</li></ul>	<ul style="list-style-type: none"><li>▪ Make others feel foolish for admitting a gap in their knowledge or understanding</li></ul>
<ul style="list-style-type: none"><li>▪ Acknowledge goodwill and performance or behaviours as they happen</li></ul>	<ul style="list-style-type: none"><li>▪ Ignore changes in normal behaviours when we see them</li></ul>
<ul style="list-style-type: none"><li>▪ Consider others' needs as well as our own</li></ul>	<ul style="list-style-type: none"><li>▪ Allow our personal moods to affect others</li></ul>

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### 3. Value: Excellence

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We will	We will not
<ul style="list-style-type: none"><li>▪ Encourage each other to express ideas on improvements and to share best practices</li><li>▪ Speak up if we can see a safer, more efficient, or cost-effective way of doing things</li><li>▪ Look for the positives, not the negatives, when others express ideas and views</li><li>▪ Provide only constructive feedback - that will help others to develop or improve performance</li><li>▪ Act on feedback to improve our personal performance</li></ul>	<ul style="list-style-type: none"><li>▪ Allow processes to undermine or detract from meeting our objectives</li><li>▪ Discourage someone from trying or sharing a better way of doing things</li><li>▪ Reject opportunities to improve the way we work</li><li>▪ Leave things to others that we can fix ourselves</li><li>▪ Apportion blame for an unknowing/unintended error</li></ul>

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### 4. Value: Professional

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We will	We will not
<ul style="list-style-type: none"><li>▪ Fulfil our roles and responsibilities to the best of our ability</li><li>▪ Encourage our colleagues to do the best job possible</li><li>▪ Openly share ideas and best practices with colleagues</li><li>▪ Actively participate in personal and professional learning and development</li><li>▪ Fully contribute to the team's performance</li></ul>	<ul style="list-style-type: none"><li>▪ Be satisfied with mediocre or worse</li><li>▪ Do the bare minimum</li><li>▪ Engage in negative gossip</li><li>▪ Speak in a manner that is intended to upset or intimidate other staff members to get what we want</li><li>▪ Deliberately avoid or ignore problems or difficult situations which we can help resolve</li></ul>

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### 5. Value: Respect

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We will	We will not
<ul style="list-style-type: none"><li>▪ Learn from our mistakes by taking appropriate action to prevent recurrence</li><li>▪ Take responsibility for resolving problems within our influence</li><li>▪ Challenge inappropriate behaviour or poor working practices</li></ul>	<ul style="list-style-type: none"><li>▪ Complain about situations without suggesting solutions</li><li>▪ Disregard others' feelings</li><li>▪ Patronise others</li></ul>

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<b>We will</b>	<b>We will not</b>
<ul style="list-style-type: none"><li>▪ Politely engage with people, even at times of disagreement</li><li>▪ We will respect the skillsets of all, irrespective of position</li></ul>	<ul style="list-style-type: none"><li>▪ Escalate issues we have with a person without first speaking to that individual to resolve</li><li>▪ Be disproportionate in our responses to situations</li></ul>

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**This policy will be reviewed every two years.**