



## London TravelWatch – values & behaviours

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London TravelWatch has an agreed set of corporate values which underpin our work - **Independent, Authentic – Evidence Based, Open, Collaborative** and **Inclusive**.

The accompanying document defines some of the behaviours that support these values and provides a set of behavioural expectations which can guide how we all work and will help ensure the organisation is successful.

The behaviours will also be used for performance management and appraisal. Whilst individuals will have agreed performance expectations in terms of SMART targets, it is important that those targets are achieved in a manner that is in keeping with the values of the organisation, i.e. **how** a task or target is achieved is important - not just the **what**.

They arose from the whole staff workshop held on 27 March 2013 and the subsequent managers' workshop on the 24 April 2013, there was also further consultation with staff and Board before the values and behaviours were finalised.

November 2013