

# The Best Team

## Our People Strategy






### Culture

Creating a culture that everyone can be proud of.

 <p>Our HEART values and behaviours are embedded into everything we do</p>	 <p>We have a performance driven culture</p>	 <p>We work collaboratively and come together regularly while embracing the benefits of agile working</p>
 <p>We're honest, open and transparent</p>	 <p>We like to give and receive feedback</p>	 <p>We hold regular 121's</p>

### Reward and recognition

Offering a comprehensive package to attract and retain the best talent.

 <p>We review our remuneration and benefits packages annually, offering sector-leading packages</p>	 <p>We give a lot, and expect a lot in return</p>
 <p>We celebrate success, team and individual, through recognition frameworks</p>	 <p>The health and wellbeing of our teams is a priority and we offer a fantastic suite of benefits to support you</p>

### Listening and learning

Having a meaningful voice that makes a positive difference for our customers and colleagues.

 <p>We're passionate about engagement, so we listen to your feedback and build this into our plans</p>	 <p>We're committed to being a 'great place to work'</p>	 <p>We want to share information simply and easily, so the platforms we use support that</p>
 <p>We have colleague forums to help us build and shape our future</p>	 <p>We understand the importance of communication, and regularly review our channels to make sure we reach everyone</p>	

### Leadership and talent development

Empowering our colleagues to be the best they can be at work, both now and in the future.

 <p>We're a team, and we don't want to leave anyone behind. Your development in your role is our priority and should be yours too</p>	 <p>Learning is a mixture of face-to-face, virtual, and peer to peer training</p>
 <p>Attracting and keeping talent is a priority, so we have succession plans in place across the business</p>	 <p>Our leadership and management development programmes provide you with the skills you need to be successful</p>