

If you have any questions or want further details on any of the enclosed information please go to our dedicated Values into Action website.



Integrity



Giving Integrity recognition

Integrity is central to the way we do business and crucial to our external credibility and continued respect in the market place. It is the one value that underpins all the others. It forms the basis of fair, sincere and trustworthy behaviour from which respect, consideration, good service, strong teamwork and high standards naturally follow.

It is at the heart of all behaviour, rather than something that can be identified in a single action. So most people find it hard to define and fail to recognise it even when it is being demonstrated on a regular basis.

To exhibit integrity, someone must adhere to high moral principles or professional standards and make a commitment to achieving them. They must be seen to be honest, reliable, trustworthy and, most importantly, take pride in all they do. The key to integrity is consistency - not only setting high personal standards but also living up to them every day.

In the workplace, Integrity is demonstrated by such behaviour as:

- Keeping promises and honouring commitments in an honest and responsible way.
- Taking responsibility for establishing and meeting professional objectives and maintaining commitment in spite of setbacks.
- Communicating and listening to people in a way which shows consideration and an understanding of the need for confidentiality.
- Consulting with people about proposed activities at appropriate times and in a manner that encourages open, frank discussion.
- Behaving in a professional manner at all times, adopting and following business etiquette and rules of behaviour.

Here is an inspiring example of Integrity, demonstrated by the winner of this category in 2006:

Annual Winner

Frank Hern, Business Services Manager, Land Securities Trillium

Nominated by: Georgina Rigby, Senior Business Services Manager, Land Securities Trillium

Reason for nomination:

In addition to managing his own very challenging portfolio, Frank successfully project managed the Landlord's replacement of all windows in 4 buildings at Preston office Centre. This project was highly political from the outset, with a very active DWP Trade Union regularly escalating Health & Safety concerns and contacting the Health & Safety Executive. Throughout the project Frank worked very long hours without complaint, addressing Health & safety concerns, planning and facilitating floor by floor weekly handovers between the Client and the Landlord's Contractors, amongst many other tasks. Frank always remained patient and did not allow himself to be drawn into the hidden agenda of Trade Unions or other challenging groups. At the same time he managed to satisfy the needs of all interested parties and the project reached a satisfactory conclusion in December 2005. Letters complimenting Frank's significant contribution have been received from various DWP Representatives, and LS Trillium's Operations Director Steve Castle has conveyed his personal thanks to Frank. Bearing in mind that this level of success was achieved with Frank simultaneously conducting his "day job" and that despite the politics involved he displayed high moral principles, uniting all parties for the benefit of the project, Frank really deserves a Values into Action award for his Integrity.

We look forward to receiving your nomination!

www.valuesintoaction.com