

Accent Staff Charter- Preamble

When you join **Accent**, you get to work with a diverse group of highly skilled, committed and passionate people.

Accent employees value the collaborative work culture, the relaxed professionalism and appreciate the shared vision, the sense of community and the development and learning opportunities.

Our employees came together to agree on what type of behaviours should be demonstrated at **Accent**.

In agreeing on what is most important in the workplace ,our employees have since developed our [Employee Culture Charter](#).

This charter outlines what we will and will not stand for at **Accent**.

Our Employee Culture Charter consists of 4 areas:

1. Trust

Our culture is built on a foundation of trust. We all work to cultivate, establish and maintain trust through our actions and words.

2. Challenge

We are open to challenging ideas, each other, and the way things are done to get better outcomes and resolutions.

3. Accountability

We know where our responsibilities lie. We are accountable for our own actions and inactions, and we create an environment that enables others to do the same.

4. Results

We are focused on achieving the best results for Accent and our community. We celebrate and recognise success.

When you join **Accent**, you get to work with a diverse group of highly skilled, committed and passionate people.

Accent employees value the collaborative work culture, the relaxed professionalism and appreciate the shared vision, the sense of community and the development and learning opportunities.

Staff Culture Charter

In agreeing on what is most important in the workplace, we have since developed our **Accent Staff Charter**.

This charter outlines what we **will** and **will not** stand for at **Accent**.

Our Staff Culture Charter consists of 4 areas:

1. TRUST

Our culture is built on a foundation of trust. We all work to cultivate, establish and maintain **Trust** through our actions and words.

We stand for:

- open, supportive, consistent and respectful communication,
- respect for ourselves and others,
- listening and acknowledging diversity and other points of view,
- working competently with Accent's goals in mind,
- keeping each other informed of what we need to know to enable us to do our jobs well.

WE will NOT stand for:

- bullying, harassment or discrimination,
- the exclusion of others from relevant opportunities, discussions or activities.

2. CHALLENGE

We are open to challenging ideas, each other, and the way things are done to get better outcomes and resolutions.

We stand for:

- speaking up and saying what we mean in a respectful and constructive way,
- reflecting on how we work and how it aligns with **Accent's** goals,
- being open to doing things differently, to new ideas and processes, and embracing the Change,
- being frank and fearless and engaging in robust debate,
- welcoming healthy conflict.

We will NOT stand for:

- ignoring or avoiding problems or issues,
- non-constructive behaviour such as passive aggressiveness, being patronising in public and critical in private, criticising without contributing to solutions,
- not recognising and respecting the right of others to express their opinions and views.

3. ACCOUNTABILITY

We know where our responsibilities lie. We are accountable for our own actions and inactions, and we create an environment that enables others to do the same.

We stand for:

- doing what you say you are going to do,
- honesty, integrity and an inclusive and respectful work environment,
- being open and 'owning' our mistakes, and valuing the personal courage it takes to do so,
- focusing on what we can do to rectify issues rather than focusing on who is to blame,
- constantly learning and recognising that mistakes are part of growth and learning,
- contributing to Accent as a great place to work and ensuring that it is true.

We will NOT stand for:

- Watching things go wrong – when we see something, we do something,
- being inconsistent or unrealistic in our expectations,
- blaming others or making excuses.

4. RESULTS

We are focused on achieving the best results for **Accent** and our community. We celebrate and recognise success.

We stand for:

- a commitment to best practice,
- high quality outcomes in the workplace and on our customer premises,
- being efficient,
- helping others at all levels, even if outside the scope of our role.

We will NOT stand for:

- unnecessary bureaucracy and red tape,
- poor performance or return on investment,
- personal status and ego taking precedence over the team's success,
- getting stuck in the process to the detriment of the results,
- Personal agendas

