



We are Resilient

- We are environmentally responsible and always seek to reduce our carbon footprint.
- We practice sound financial management to ensure success and sustainability.
- We continually review 'what is done, why it's done and how it's done' and be prepared to make changes if it's believed they will lead to more effective, efficient or desirable outcomes.
- We continuously recognise that appropriate and timely communication between stakeholders is essential for creating and maintaining commitment, enthusiasm, respect, loyalty and support.
- We are imaginative and never complacent about our responsibility to deliver our charitable objects.

What it does *not* look like:

- Making rash decisions
- Not treating the Trust's money as carefully as we would our own



We are a Team

- We will always have the willingness to listen and understand different points of view (even if we don't agree with them!).
- We treat each other with respect, honesty, integrity and openness.
- We have robust HR procedures and protocols that support a healthy internal culture.
- We encourage equality and diversity within the organisation and have fair and transparent recruitment policies.
- We are supportive of personal and professional development across the whole team.
- We are transparent in our decision-making.

What it does *not* look like:

- Treating volunteers differently to paid staff
- Not consulting with everyone whenever possible



We are Careful

- We act responsibly in all of our decision-making processes and we will take responsibility and be accountable for their outcomes.
- We recognise that consultation and an evidence-based evaluation of options is a necessary part of effective decision making.
- We work with our stakeholders to ensure that our work is supported and that everything we do is for the good of the organisation.
- We meticulously plan everything that we do to ensure that it is financially viable and that we have the resources in place before we commit.
- We are proactive, not reactive.
- We recognise when there is a need for change.

What it does *not* look like:

- Working in isolation and being afraid to hear the truth
- Never pushing the boundaries



We are Forward Thinking

- We are ready to champion change, to lead and effect discussion and debate around the preservation and presentation of our built and cultural heritage.
- We seek examples of best practice and to learn from the activities of our peers.
- We learn from our visitors and adapt our ways of working to fit with the evolving visitor needs.
- We look ahead, recognising any threats and we adapt and change to respond to those threats.
- We always keep our promises.
- We understand that we have a responsibility to preserve our heritage assets for future generations.
- We see all relationships as important and nurture them for the future.

What it does *not* look like:

- Being afraid of challenge and change
- Sticking to a path that may not be the best for the Trust