

## Midland Metro Limited

# Our Values and Behaviours

Midland Metro Limited has an exciting opportunity to help boost growth and connectivity in the West Midlands. We believe it is important that we work together to achieve our vision, values and behaviours and that we demonstrate these to our partners and customers.

Our behaviours are key to our day to day business activities, whether deciding on the best solution for a customer's problem, facing and overcoming daily operational and maintenance challenges or discussing ideas for new projects. MML's behaviour commitments will support our team in helping us to achieve, together, the best possible outcomes for the future and beyond.

## Midland Metro Limited's Behaviours

### Collaborative

- We will work with others to achieve common goals
- We are respectful and act with integrity
- We communicate clearly, openly and encourage feedback
- We share best practice with others

### Customer Focused

- We listen to our customers needs
- We respect feedback from our customers
- We deliver the outputs our customers want
- We keep customers at the core of our business decisions

### Challenging

- We ask questions to clarify understanding
- We summarise to check understanding
- We ask for a summary of the alternatives considered
- We agree the forum to discuss the matter

### Committed

- We will implement safe working practices
- We will deliver environmentally and sustainability solutions
- We will be inclusive and develop of our people
- We will provide value for money on our Metro services

### Continuously Improving

- We will improve our performance and encourage innovation
- We will drive improvements in our infrastructure delivery
- We challenge our suppliers to improve
- We deliver value for money on investments and services, reducing our business risk