

Create a GREAT Day at Work just by **Be-ing You!**

Loreburn
Housing Association



Be-ing You is about shaping an approach to how we work that meets our customer and business needs whilst giving you the right tools, freedoms and flexibilities to experience a GREAT working life where you can flourish and achieve your best.

We are all different. We all do our best thinking or working in different ways. At Loreburn we embrace the morning people and the night owls. We celebrate those who like a noisy, creative environment and those who crave peace. Be-ing You helps you to use the gift of flexibility to work in ways and environments that embrace diversity and difference to help you deliver your best work. By creating that environment, we can harness our combined strengths and talents and achieve GREAT outcomes.



CREATING GREAT PLACES TO LIVE

Hub, Home and Roam: BE - PART OF SOMETHING GREAT!

Be-ing You - Creating a GREAT Day at work

By adopting our *Be-ing You* ways of working we can do our jobs effectively, give our best and deliver a GREAT service.



Hub, Home and Roam is the approach we will take to create our workspaces of the future. Some of us will work from hubs, others from home and some will be regular 'roamers' in our communities. We're all creative in different ways and the environment around us makes a difference. By having a flexible approach to working and where we choose to work we can boost creativity and innovation.

You will be supported through our Hub, Home and Roam model to be there when your customers need you whilst helping you balance other important priorities. Whether it is juggling time to meet tight work deadlines, meeting caring responsibilities or attending those important family events, Be-ing You enables you to achieve your full potential and do your best for our customers. You will be part of a supportive, trusted, and empowered culture.

As we grow our thinking and our physical spaces for 'Hub, Home and Roam' the small print for our day to day working life will evolve. For now, our 5 Be-ing You principles are set out below and are the blueprint for our new work culture.

Be-ing You Principles

GROWTH MINDSET

Be Supported with the right tools, techniques and resources to deliver your best.



RESPECT

Be Trusted to take ownership, to do and give your best, to know your customers and to deliver results.



ACCOUNTABLE

Be in Control to organise your day, make decisions, get results and work as part of a team regardless of where that happens.



EXCEPTIONAL CUSTOMER EXPERIENCE

Be Creative, pro-active, and when necessary unconventional – with the freedom to deliver an exceptional customer experience.



TOGETHER

Be Fulfilled with the power to create positive experiences, grow in your abilities, know you have done a good job and feel enthusiastic for more.



"I Created a GREAT place to live"



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BE SUPPORTED

Give and gain support from your colleagues...

- Rely on your colleagues when the unexpected crops up
- Meet colleagues for a catch up
- Share diaries so colleagues can help schedule appointments
- Share and commit to our 'one team' approach

BE CREATIVE

Freedom to think outside the norms...

- Meet residents to test out a new idea
- Link up with a local charity for employability opportunities for young people
- Meet with colleagues to exchange ideas and inspiration for improvements
- Share your experience to feed into new projects and developments

BE IN CONTROL

Manage your time to achieve the most...

- Catch up on emails
- Take the kids to school
- Walk the dog
- Get repairs done
- Be around for a delivery
- Use the peace to work undisturbed

BE TRUSTED

Empowerment and trust to achieve...

- Manage a budget for your community patch
- Take forward new ideas for investments and opportunities
- Agree neighbourhood priorities with local residents
- Work with autonomy to deliver the best outcomes

BE FULFILLED

Make a difference...

- Arrange new floor coverings for a tenant moving into their first home
- Celebrate an achievement at a company catch up
- Secure funding to support learning opportunities for children
- See the health improvements of those living in our Passivhaus homes
- Coach a Modern Apprentice for exams

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How Be-ing You aligns to our values



Growth Mindset

We learn together, alongside colleagues, and our thinking continues to evolve and grow as we better understand our customers, partners, and business. Individually, you learn to manage your time in a way that suits you and your responsibilities whilst meeting our business requirements.

In any workplace, problems arise from time to time, and we resolve these efficiently and promptly, not by seeking perfection but by constantly improving and moving forward recognising sometimes good is good enough.

At Loreburn it is everyone's job to innovate and think of ways to do things better. We recognise everyone has good ideas and we harness thinking from all parts of the organisation, ensuring new ideas and practices can be shared quickly and effectively.



Respect

Volunteering and charity work is something Loreburn support, especially in the communities we serve. If you would like to volunteer please let us know and as always keep your diary up to date.

Whilst working from home you can wear what makes you feel comfortable. During MS Teams meetings we all use our video cameras so please bear that in mind. Being casual for a team catch up is fine - but you may want to dress as you would for the office on the day of that important meeting with external funders for example! We ask that you are respectful of others and mindful that you are representing Loreburn. We have corporate backdrops for external calls and meetings and you're encouraged to use these. They can avoid the dog taking centre stage in the background!

Whilst working from home you must keep our customer data and information confidential and conform to data protection legislation regardless of venue. If you have any concerns about confidentiality, please speak to our Head of Governance and Assurance. Please lock your ICT kit when you move away from your desk and remember to log out and turn off your kit at the end of the day.

We encourage you to speak up and give you space to be heard when you have ideas and suggestions.



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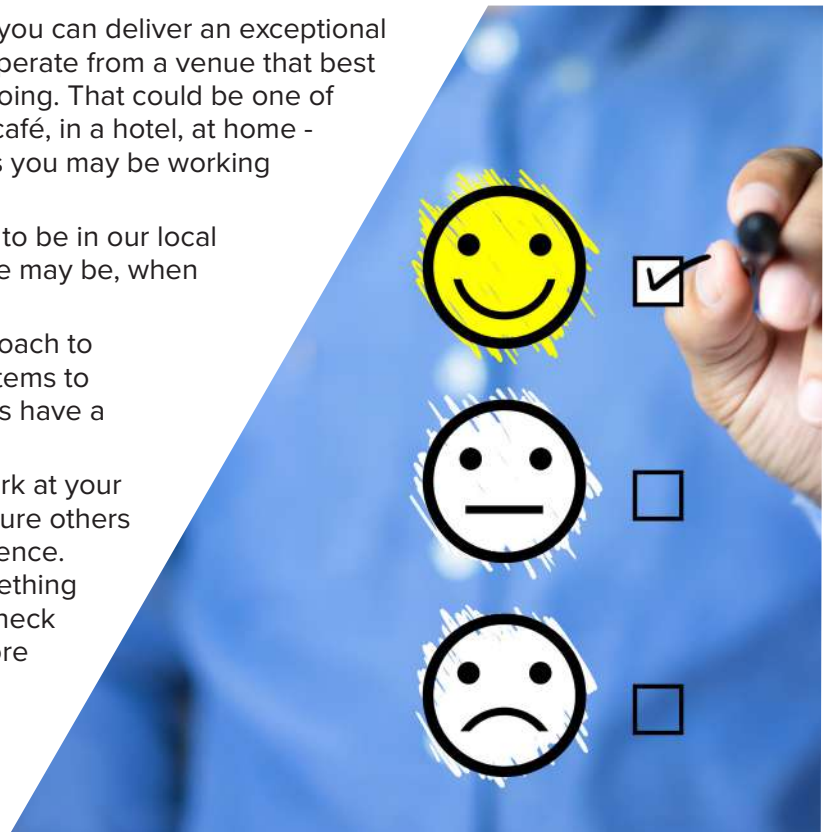
Exceptional Customer Experience

We support you to work where you can deliver an exceptional customer experience. You can operate from a venue that best suits you and the work you are doing. That could be one of our hubs across the region, in a café, in a hotel, at home - and of course, there will be times you may be working in a customer's home.

Our roaming approach allows us to be in our local communities, whatever the venue may be, when our customers need us.

We adopt a people-centred approach to our policies, procedures and systems to ensure colleagues and customers have a GREAT experience.

When you're not available for work at your usual times, you'll always make sure others know who to contact in your absence. And when you have to pass something on to a colleague you'll always check they're available to respond before you 'hot potato' it over to them!



Accountable

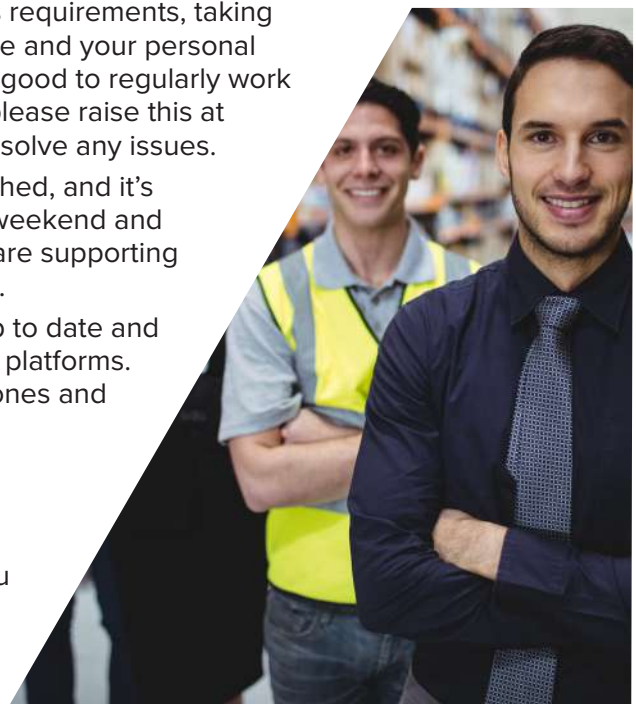
You'll work when needed to meet our business requirements, taking back your time when it's convenient to your role and your personal circumstances. We all love our jobs, but it is not good to regularly work long hours. If you find yourself in that position, please raise this at your check-in and work with your Manager to resolve any issues.

If you have a piece of work you want to get finished, and it's important to the business, you can work at the weekend and then use that time to shorten your week. If you are supporting us to get the job done, we'll always support you.

You'll always keep your MS Outlook calendar up to date and ensure your status and availability is clear on all platforms. You'll utilise the out of office function on telephones and MS Office, so colleagues are well informed.

You'll always use your video cameras when attending video meetings.

You'll complete a home working DSE Risk Assessment and save that to Cascade and if you need us to provide ICT kit, equipment or make adjustments for you then you should flag that with your manager without delay.



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Together

Colleagues who joined us before April 2020, can be reassured they won't be financially disadvantaged by working to our Hub, Home and Roam model. Your travel costs will be met when travelling on Loreburn business and where costs impact negatively on your family income we will discuss that with you to find a solution. Please check with your home insurers and any other agencies that may need to be made aware you are working from home.

You'll take your breaks and lunchtimes when it suits your schedule, making sure your colleagues can see that you're not around. When you're ill you must not work, even if you feel it's possible. Always notify your Manager if you are unwell so your diary can be cleared and tasks covered.

You'll always be supported when you have a family emergency. And when your Loreburn family needs you - your colleagues or our customers - you'll be there for them.

Together, Be-ing You lets us create GREAT places to live - and to live GREAT days at work!



SOLWAYPRINT 01387 262960

Web: www.loreburn.org.uk

Email: customerservice@loreburn.org.uk

Call: **01387 321300**



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