

# VALUES AND BEHAVIOURS




SEVERN VALLEY  
RAILWAY

# VALUES AND BEHAVIOURS OF THE SEVERN VALLEY RAILWAY

We are an award-winning heritage railway and we want to be the best place in the UK to work, volunteer and visit. We are all passionate about our teams and we need to attract and retain talented and dedicated people to help us care for and develop our Railway to safeguard its future. Our people are the lifeblood of the Railway, without them we wouldn't be where we are today.

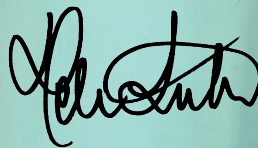
The Senior Leadership Team and SVR Boards have created a set of Values and Behaviours, which we will all live by when working at the Railway. This will create a welcoming and supportive environment where people can thrive in their roles, and a visitor experience to rival any top heritage attraction in the UK.

In today's busy world your time is precious. We want you to enjoy every second of being with the SVR.




***“Volunteers don’t get paid, not because they are worthless, but because they are priceless.”***

*Sherry Anderson, Canadian sportswoman and inspirational speaker*



Helen Smith  
Managing Director

A large crowd of people, mostly men and women of various ages, are walking along a railway track. To their right is a vintage-style train with dark brown and cream-colored carriages. The scene is outdoors, with trees and a stone wall visible in the background. A quote is overlaid on the left side of the image.

***“Remember that the happiest people are not those getting more, but those giving more.”***

*H Jackson Brown Jr, inspirational US author*

Here at the SVR we have six values and behaviours; this document explains them in detail.

In brief they are:

**TEAMWORK** We will work together in a positive way to provide the best experience for our customers, supporters and our people.

**WELCOMING** We consistently provide the best welcome to all.

**CARE** We care about our people, and foster respect and kindness throughout the whole organisation.

**COMMITMENT** We value the commitment, enthusiasm and capability shown by all our people and gain satisfaction for a job well done.

**HONESTY** We are open and honest, and constructively challenge others when necessary.

**KNOWLEDGE** We share our knowledge generously in the best interests of ‘One Railway’.



# TEAMWORK

**We will work together in a positive way to provide the best experience for customers, supporters and our people.**

This means that we always support each other and make sure that after safety considerations are satisfied, customers' and supporters' expectations are exceeded.



It is encouraging everyone to work together to put the customer at the heart of what we do. Looking forward to the future, moving on positively from the past



It's not creating internal competition, blaming others or promoting one group's needs over another





### The SVR will:

- Induct all team members so people join successfully with a better understanding of the whole organisation
- Listen to the advice given by the Board Directors, Management Advisory Groups and Managers to make the best decisions for the future
- Actively listen to ideas of the whole team for improvements that can be made
- Provide training and development support where required
- Ensure clarity in our expectations

### You will:

- Dedicate yourself to the team and perform your role to the best of your ability
- Help and support new team members to learn the right way to do things
- Share your knowledge and support each other
- Share positive experiences with others and make suggestions for improvements
- Be open to other people's ideas and suggestions





# WELCOMING

**We consistently provide the best welcome to all.**

This means that everyone feels welcome at the Severn Valley Railway, whoever they are and whenever they arrive.



It is giving the best impression, not judging people, making the time to be genuinely welcoming to everyone



It's not ignoring the needs of others or your duties that day

**The SVR will:**

- Offer training and support for equality, diversity, inclusion and customer service
- Ensure inappropriate behaviour is always challenged

**You will:**

- Try to be as generous with your time as you can permit, balancing the pressure of your role with the requirement to be welcoming to all stakeholders
- Give people the benefit of the doubt - don't jump to immediate conclusions about someone





# CARE

**We care about our people and foster respect and kindness throughout the whole organisation.**

This means that we are all ambassadors for the SVR. We respect and value people's contribution. We encourage their development and ensure all team members are supported and that experience is shared.



It is always starting with kindness, respecting others and treating them as you would wish to be treated yourself



It's not prejudging an individual or an issue. Listening to and spreading gossip

## **The SVR will:**

- Thank people for a job well done
- Respect the contribution that everyone has made to the Railway in the past, and instigate changes collaboratively

## **You will:**

- Thank people for a job well done
- Deal with problems at the lowest possible level
- Put yourself in the position of someone being gossiped about; would you want that to happen to you?



# COMMITMENT

**We value the commitment, enthusiasm and capability shown by all our people and gain satisfaction for a job well done.**

This means that commitment, enthusiasm and capability really matter to the SVR. We need our teams to do what they say they're going to do, when they said they would do it by. We celebrate and recognise people who do this.

It is recognising that everyone is doing what they can, however large or small. Thanking each other and learning from when things go wrong

It's not denigrating others, undermining others' contribution, not considering the breadth of work (not always visible) that is required to make the organisation operate. Taking people's commitment for granted





#### **The SVR will:**

- Offer equal opportunities to training, development and progression throughout the organisation
- Ensure our systems for recording competences and training are fit for purpose and accessible to the individual
- Ensure teams are supported by capable and competent managers

#### **You will:**

- Support your colleagues by thanking them for the work they do
- See the good in other people, always assume people come to work to do a good job, not a bad one. Suggest improvements and help achieve them
- Appreciate the work and cost behind the scenes that must be in place to operate the Railway

# HONESTY

**We are open and honest, and constructively challenge others when necessary.**

This means we all actively listen and engage with the organisation. We take personal responsibility to read all internal communications and offer constructive feedback where necessary.



It is recognising the need to improve and do so in a positive and supportive way. Using the organisational structure to ensure information is passed through the chain of command to inform future advances



It's not being critical of others in a negative way. Speaking behind people's backs. Always blaming someone else or the organisation







#### The SVR will:

- Actively listen to constructive feedback directed through your supervisor/manager
- Have uncomfortable conversations directly with people, not behind their back
- Be clear and open in our communications, and have a framework to help identify what is and isn't important in our internal communications

#### You will:

- Be solutions-driven; identify a problem AND a solution, and communicate both through your supervisor/line manager
- Deliver constructive feedback via your line manager / supervisor
- Be prepared to have uncomfortable conversations directly with people, not behind their back







# KNOWLEDGE

**We share our knowledge generously in the best interests of 'One Railway'.**

This means sharing what we know for the benefit of all.



It is passing on our knowledge willingly so that future generations can build on what has already been learned. Regardless of how we are organised or structured, we are 'One Railway'



It's not keeping information to ourselves to benefit selfishly over another

**The SVR will:**

- Ensure there are systems in place for knowledge to be recorded for the benefit of the SVR's future generations
- Actively listen to and appreciate the expertise offered by our team members

**You will:**

- Share your knowledge and experience to the benefit of others for the future
- Actively listen to and appreciate the expertise offered by our team members