

# HOW WE WORK

*Ahutahi ki Mua - Moving Forward Together*



## EXPECTATIONS OF INTEGRITY AND CONDUCT

### FAIR / NGĀKAU PONO

We will:

- Treat everybody fairly and with respect
- Work to make Council services accessible and effective
- Strive to make a difference to the district and all its people.

### IMPARTIAL / NGĀKAU MATATIKA

We will:

- Maintain appropriate political neutrality to enable us to work with current and future Councils
- Carry out the functions of our Council, without affect of our personal beliefs
- Support our Council to provide robust and unbiased advice
- Respect the authority of the Council of the day.

### RESPONSIBLE / NGĀKAU TŪTIKA

We will:

- Act lawfully and objectively
- Use our Council resources carefully and only for intended purposes
- Treat information with care and use it only for appropriate purposes
- Be efficient and effective in the work we carry out
- Work to improve the performance and efficiency of our Council.

### TRUSTWORTHY / NGĀKAU WHAKAWHIRINAKI

We will:

- Be honest
- Work to the best of our abilities
- Ensure our actions are not affected by our personal interests or relationships
- Never misuse our position for personal gain
- Decline gifts or benefits that place us under any obligation or perceived influence
- Avoid any activities, work or non-work, that may harm the reputation of our Council.

### OPEN COMMUNICATION / KANOHI KI TE KANOHI

We will:

- Be professional and responsive
- Acknowledge responsibility on both sides
- Close the loop on any communications we have with customers and external stakeholders.

WE WILL BE FAIR, IMPARTIAL,  
RESPONSIBLE, TRUSTWORTHY,  
AND HAVE OPEN COMMUNICATION

As MDC employees, we will act with a spirit of service to our ratepayers and wider community and meet high standards of integrity and conduct in everything we do. It is expected that we comply with these standards that are consistent with our vision and values

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**Masterton District Council to build and maintain a reputation for providing superb service and excellent support**

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A - Accountability  
C - Creativity  
T - Teamwork  
I - Integrity  
O - Open Communication  
N - No excuses  
S - Service