

# our mission: to be simply **better** **values**

## **Colleagues**

We will value, empower and invest in our colleagues to enable them to deliver their best.

## **Customer experience**

Our passion is service. We will anticipate our customers' needs and deliver service that will delight all our customers.

## **Innovation**

Creativity is the key to business success and we will continuously challenge the status quo, simplifying processes and doing things differently.

## **Integrity**

We will strive to earn a reputation for integrity, demonstrating the highest standards of personal and professional ethics, always being open and honest and taking responsibility for our actions.

## **Social commitment**

We will be a model of corporate citizenship, contributing to the social and economic well-being of our local communities and caring for the environment

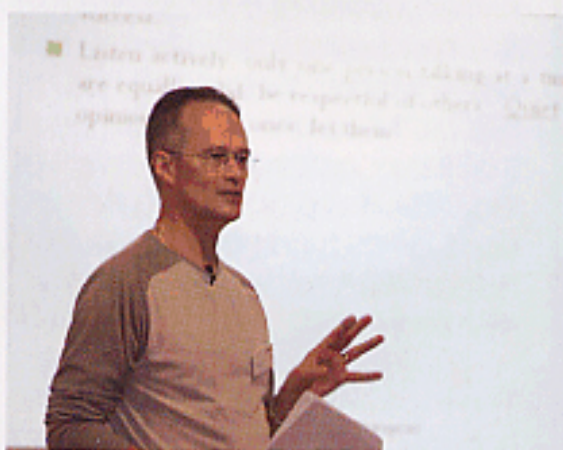




# senior management awayday

The Behaviours and Values Workshop was designed to be highly participative and engaging. We wanted to give everybody a real chance to voice their feelings, their enthusiasm, their doubts and their fears. Whilst it was a very demanding schedule, the output became a very rich composite of what everyone had to say.

At the end of the day one delegate suggested that we should stop referring to them as 'the' values and



start calling them 'our' values, to much applause. This is exactly what we had hoped to achieve.

We were highly impressed with the work, passion and commitment we saw, and with many of the contributions. But this is only the beginning of the journey for the whole of Manchester Airports Group.

Now is the time for the values and behaviours to become embedded in the organisation so that everyone knows, understands and feels them, so much so that they ultimately become 'the way we do things around here'.

**Richard F Cooke** *I-Change*

Taking 124 people to Stoke's Britannia Stadium was a logistics challenge but thanks to a team of willing helpers, the 2004 Winter Conference went relatively smoothly.

The event was designed around our core values – ExCo were simply delegates, everybody was invited to say in advance what their preferences were for the values sessions and asked to put forward any burning questions. It was a very participative day, with delegates grouped into 20 teams of 6, each team discussed the values and the



associated behaviours. Then 4 larger groups were formed to broaden the discussion and finally there was a full room discussion.

The event was also a great opportunity for people from our different airports and different divisions of MAG to meet up and remind themselves that they all work for the same organisation. The key message of the day was that if we want MAG to change then we have to change – the test of whether that happens is yet to come but you should notice a difference over the next month or so. If you don't see any improvement then tell us!



## What will happen now?

Every manager who was involved in the workshop was asked to commit to three actions that they will do as a result of the day that will benefit their team.

Here are just a few of them:

### **I will:**

**give** feedback on inappropriate behaviours

**make** more time available to listen to and address the concerns of the staff within my department, encouraging openness.

**encourage** team members, in our weekly meetings, to discuss and suggest improvements for their own area of work, the department or business and ensure that the agreed improvements are carried out.

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