

Our Riverside Way...



We put our customers first every time and care passionately about people.



We stand up for what we believe in, owning our actions and challenging ourselves and others to be the best we can be.



We work together to build positive relationships, protecting our customers and our Riverside.

We care

That means we...

Put customers first

- Actively listen to understand needs, providing a quality service and delivering first time where we can, communicating well where we can't.
- Are genuine, showing empathy and care, ensuring a great customer experience every time.

Value people

- Promote and appreciate diversity and inclusion, always treating others with dignity, fairness and respect.
- Celebrate success, recognising and saying thank you for a job well done.

Realise potential

- Open to giving, receiving and acting upon constructive feedback.
- Seek opportunities to develop, fulfilling our potential and inspiring others to achieve theirs.

We are courageous

That means we...

Make a difference

- Stand up for our beliefs, helping to improve lives and focusing on delivering great experiences.
- Open to new ideas, finding ways to simplify and do things better, more effectively and efficiently.

Do our best

- Give it our all and perform at our best every day, each playing our part and delivering what we must.
- Are resilient, determined and have a can do, will do attitude.

Take responsibility

- Are empowered, acting decisively and working at the right pace.
- Consider the facts, risks and impact to make the right choices, owning it, and learning when we get it wrong.

We are trusted

That means we...

Do the right thing

- Deliver on promises, finishing what we start and doing what we say when we say.
- Act with integrity and have open and honest conversations, challenging anything that goes against our values.

Work together

- Are one team, offering help and support, sharing ideas and experiences to deliver the right outcome.
- Have pride and real purpose, trusting and believing in ourselves, each other and our customers.

Deliver standards

- Don't walk on by, always aiming to get it right first time, never compromising on our safety and quality standards.
- Comply with policies and processes, but make suggestions and improvements if they get in the way of putting our customers first.