



THE SCOTTY'S WAY

Our Culture



WHAT IS A CULTURE CODE?

**culture is a word we use that
encompasses our beliefs,
values and ways of working.**



**Every organisation has a culture.
Why not create one we love?**





Our culture code is part who we are and part who we aspire to be...



...it is our collective personality



**We believe that work isn't a place we go,
it's a thing we do... together.**





WE ARE HERE TO ACHIEVE OUR MISSION

**Everyone affected by military-connected
bereavement feels supported & empowered in
their journey.**



We do this by delivering our promises, living our core values, and demonstrating our behaviours.





OUR PROMISES

Everyone affected by military-connected bereavement to have:



Confidence and clarity in navigating their entitlements.



The chance to build social connections.



The very best mental health and wellbeing support.



Outstanding development opportunities.



OUR CORE VALUES



**FAMILIES COME
FIRST**



**EVERYONE A
SUPPORTER, EVERY
SUPPORTER A V.I.P**



**LOVE WHAT
YOU DO**



**REMEMBER EVERY
DAY**



FAMILIES COME FIRST

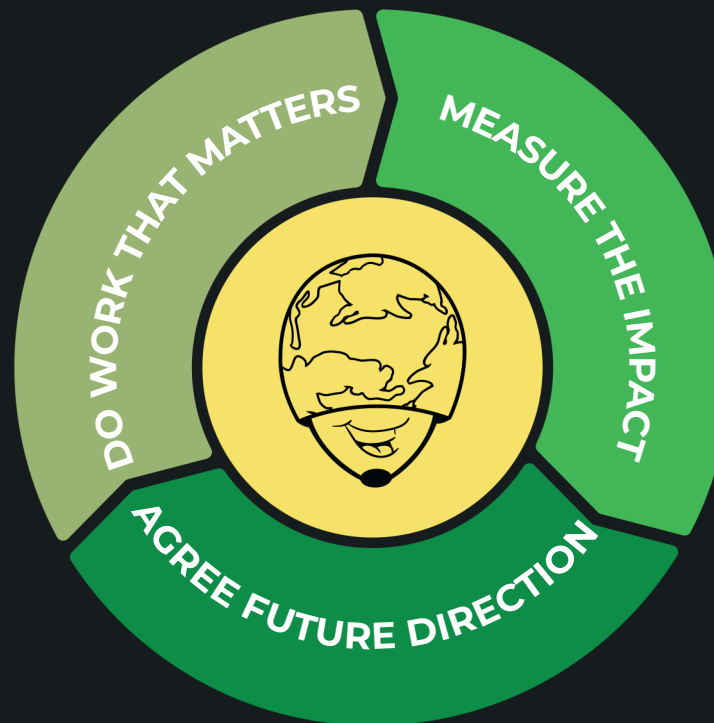
Our beneficiaries are the sole reason we are here. For every decision we make and every action we take, we ask ourselves how this takes us closer to completing our Mission.





We do work that matters.

**“We do what needs to be done,
not what is nice to do”.**



**Reflecting on our actions allows us to gain
insights and keeps our charity moving forward.**



With every decision, ask yourself...

How does this help the bereaved military community?





Underpinning everything we do is our commitment to safeguarding and promoting the welfare of all children, young people and adults.



Everyone in our team has a duty to report any safeguarding concerns, complaints, disclosures, allegations or suspicions to help protect our beneficiaries from harm.



EVERYONE A SUPPORTER, EVERY SUPPORTER A VIP

Everyone who walks through our doors has the potential to support the charity. Without that support we can't achieve our Mission. Everyone is a potential supporter & every supporter should be treated like a V.I.P.



We are creating a charity that we would love to support.

Value 2





We engage our supporters by being open, transparent and innovative.

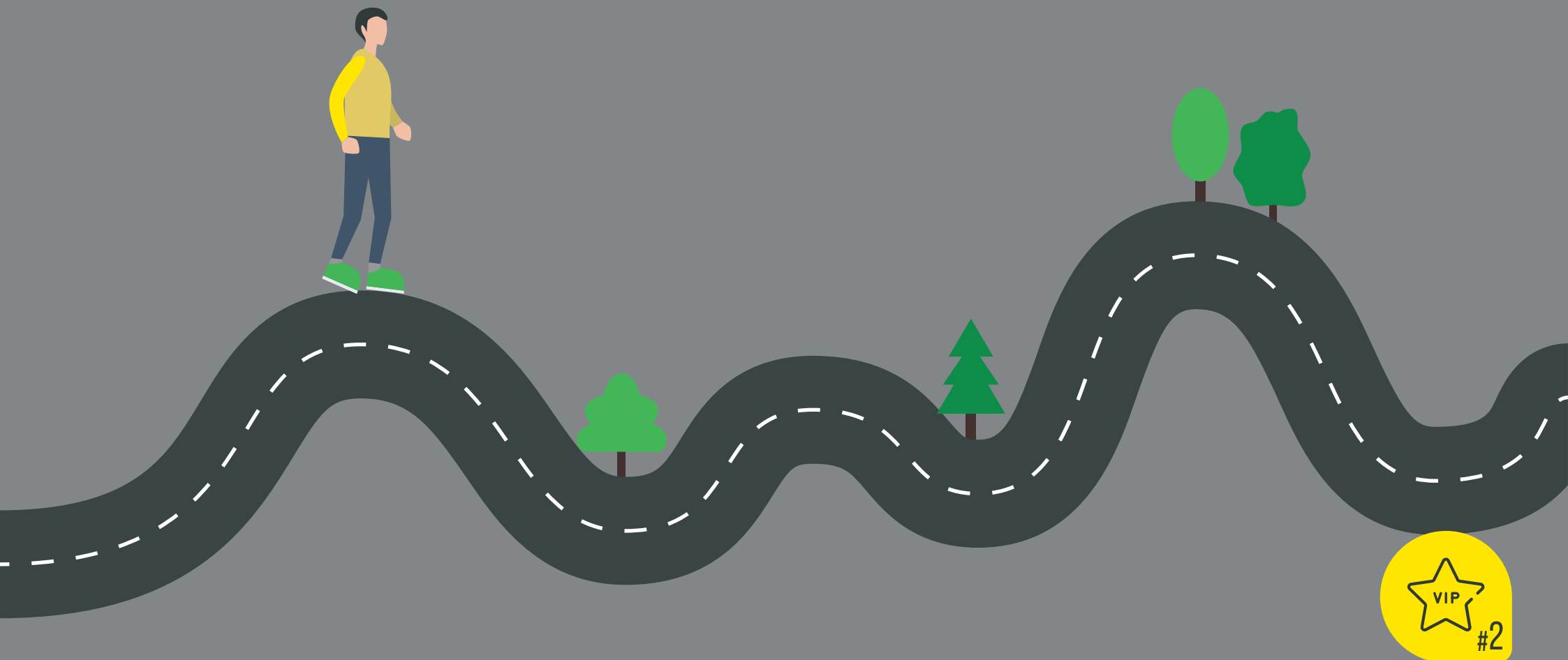


We listen to our supporters and continually look for new ways to excite them.





Our supporters are not fuelling our journey –
they are on the journey with us.





LOVE WHAT YOU DO

When you truly love what you do it shouldn't feel like work, and when it doesn't feel like work you can achieve great things. We work as a team towards one goal, our Mission.





“the only way to do great work is to love what you do.”

- STEVE JOBS



We are doing what we love but more importantly, we love what we do.

Value 3





**We encourage individuality,
but we work together as one
team. Collaboration is key.**

**“No piece of work at Scotty’s
ever has just one set of
fingerprints on it”.**





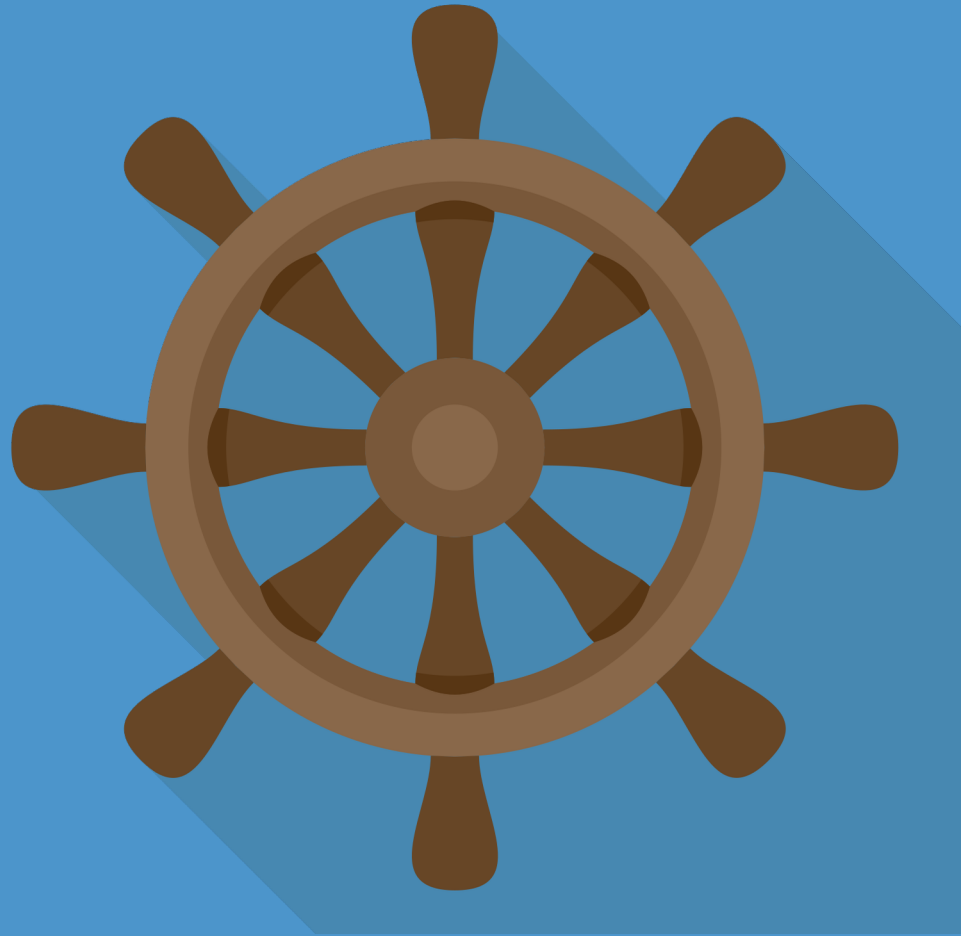
TEAMWORK

TEAM – Together Everyone Achieves More





We empower team members to steer the ship. We don't pull rank and we listen to everyone's ideas and opinions.



We are accountable to each other.



**We provide the freedom to fail.
Mistakes are opportunities to learn
and grow.**

Value 3





**“A person who never made a mistake...
never tried anything new!”**

- ALBERT EINSTEIN





Those closely involved with the charity often call it their

“Scotty family”...

...We  that but...



...we are not a **family**, we are a high performing team!



“A player who makes the team great is better than a great player”.

Value 3



Scotty's may feel like a family, but we're more like a sports team. To accomplish our mission we need high performing individuals, working as a team towards a common goal.



We work hard...

...but we have fun doing it!



Value 3





**“humility is not thinking less of yourself,
it is thinking of yourself less.”**

- C.S. LEWIS





We are not a perfect match for everyone, but...



We are convinced that the right culture enables us to achieve great things.





NO RULES RULES*

*Actually we do





As a charity we have a small
handful of essential policies, but
we only have one rule...

USE. GOOD. JUDGEMENT.

Act in the best interest of the charity and put
#FamiliesFirst. Then you don't need rules.





“Hell! There are no rules here, we’re trying to accomplish something!”

- THOMAS EDISON





Transparency is key. Our no door policy means that everyone has access to whatever information they need.



By removing barriers we increase our productivity.





We offer freedom and flexibility because we trust in our people to deliver results.



Results matter more than the number of hours worked or where we produced them.





REMEMBER EVERY DAY

For our beneficiaries, Remembrance isn't just one day of the year, it's everyday of the year. We remember the sacrifices made by these families, everyday.

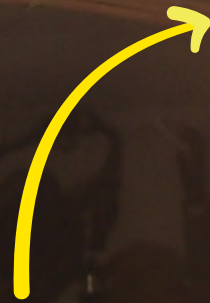


CORPORAL LEE SCOTT

Value 4



THIS IS SCOTTY!





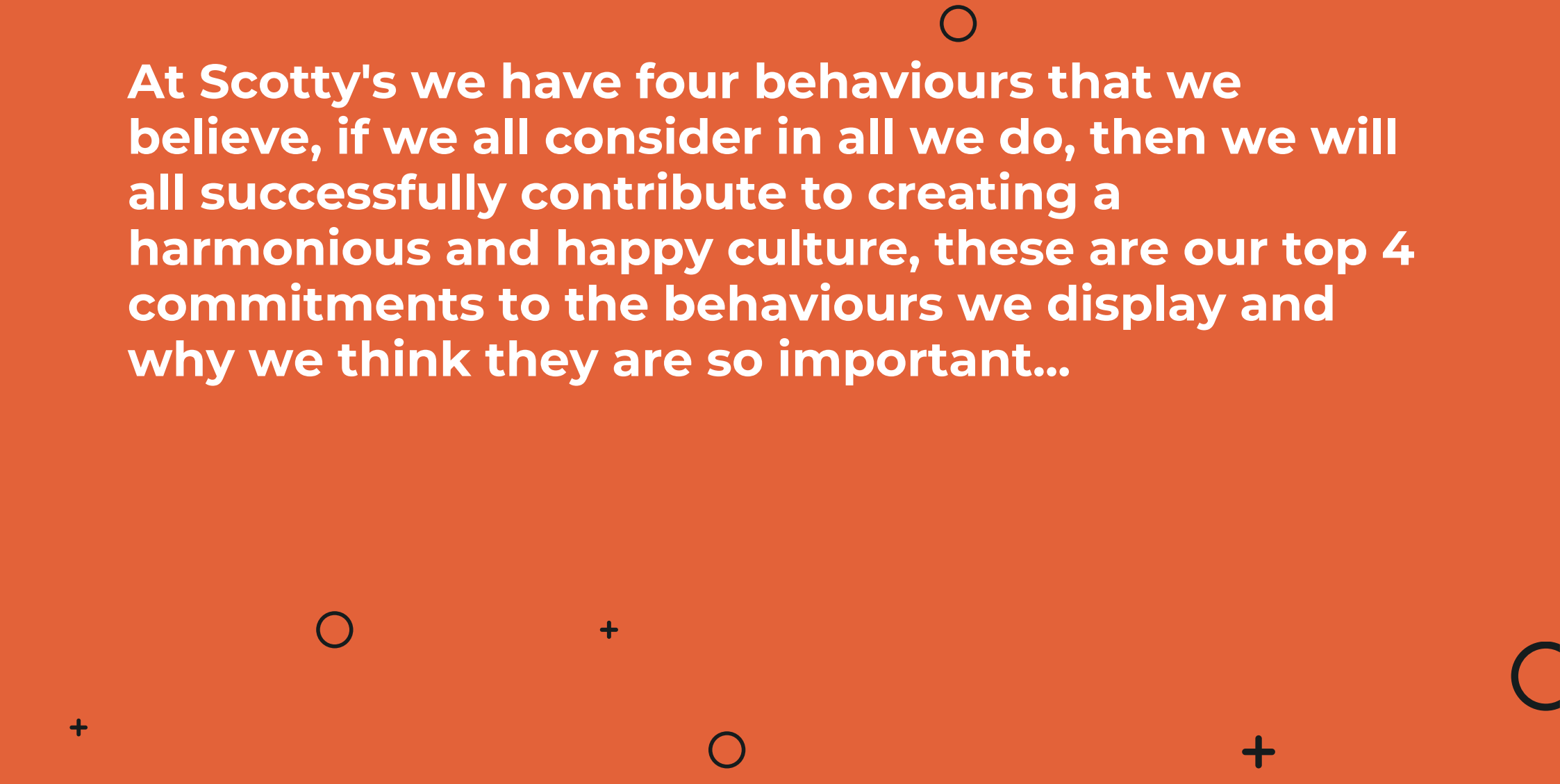
Our beneficiaries remember every day and we feel it's only right that we should too.





+ Behaviours

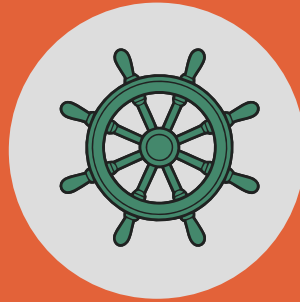
At Scotty's we have four behaviours that we believe, if we all consider in all we do, then we will all successfully contribute to creating a harmonious and happy culture, these are our top 4 commitments to the behaviours we display and why we think they are so important...





Show Respect

Showing respect is about how we treat each other, how we speak to each other, how we make each other feel, and how we show up in all our interactions to positively contribute to creating a fair and harmonious culture.



Take Ownership

We take ownership by being accountable for our actions and responsibilities. We're empowered to manage our own priorities and tasks whilst ensuring alignment to the Charity's values, behaviours and agreed goals. We demonstrate a proactive focus to achieving successful outcomes.



Speak Up

Every voice in our team is important and valued. We all have a responsibility to speak up, this can be when we want to celebrate, but also when there is something we need to consider. At Scotty's we speak up respectfully, and to the right people.



Actively Collaborate

We are one team, with one clear purpose, but we have very individual roles and challenges. We commit to active collaboration by being willing to lend a helping hand when needed, managing our own time and by communicating and respecting different workloads and deadlines.



DIVERSITY, EQUITY & INCLUSION

Celebrating that each individual is unique.

**We are committed to building, nurturing
and sustaining an inclusive culture.**





“Diversity: The art of thinking independently together.”

- MALCOLM FORBES



HEALTH & WELLBEING

When I becomes we, even illness becomes wellness.

To do your best work you need to
be able to be your best self.



We offer a working environment that promotes
and supports the health and wellbeing of all
team members.



**ARE YOU
READY TO
JOIN US ON
OUR MISSION?**