

THE CITY OF NIAGARA FALLS CORPORATE VALUES 2011



THE CITY OF NIAGARA FALLS CORPORATE VALUE CHARTER



The Corporation of the City of Niagara Falls is committed to enhancing the quality of life of, and service to, its customers through a corporate culture that embraces and rewards our core values of:

Leadership
Teamwork
Respect
Accountability



We believe ... that people are our most important resource and essential in striving for the Corporations' mission and common goal of excellence in customer service. Our City Council, staff, and volunteers are committed to working together and demonstrating the highest standards of service and individual conduct.

We believe... that core corporate values are critical to our success, and essential to the way we work on a daily basis. Our shared values are the guiding principles for the organization.

Our corporate values will influence the way the organization works, how staff and customers are treated, and how people work with each other, inside and outside the organization.

LEADERSHIP

...Everyone takes the lead!

We are professional, progressive, and knowledge leaders in our field.

We achieve our vision, mission, and goals by empowering staff, by entrusting our team, and by role modeling behaviours that others will choose to follow.

TEAMWORK

...All for one!

We collaborate and cooperate with each other in an open trusting and truthful fashion enabling us to build consensus, share information, and achieve our goals.



ACCOUNTABILITY

...Do the right thing! We are responsible and timely in our actions and commitments. We act with integrity and continuously strive for excellence in the delivery of service to our customers.

RESPECT

...Give and you shall receive! We value the rights and opinions of every person and ensure that everyone is treated with dignity, honesty, and fairness. We act with integrity and treat others as we want to be treated.