

Culture maturity checklists – Trust

Culture indicators	Developing An organisation with a developing culture might exhibit...	→ High performing (= developing + ...) In addition to the developing criteria, an organisation with a high performing culture might exhibit...	
People	Accountability and autonomy	<ul style="list-style-type: none"> – Employees are held accountable for what they commit to – Employees are clear on their roles and what they can/can't do 	→ <ul style="list-style-type: none"> – Employees have autonomy but also collaborate to achieve a shared purpose – Decision making autonomy is distributed across the whole team – Leaders align their words to their actions
	Monitoring and reporting	<ul style="list-style-type: none"> – Employees raise grievances without fear of backlash – Grievances are always followed up in a timely fashion 	→ <ul style="list-style-type: none"> – Employees are provided with (formal/informal) tools to raise concerns to their line manger
	Collaboration	<ul style="list-style-type: none"> – Employees actively support each other – Leaders and Employees proactively spend time getting to know each other, building trusting relationships 	→ <ul style="list-style-type: none"> – Cross functional teams are present across the organisation
	Psychological safety	<ul style="list-style-type: none"> – Employees do not fear failure, they feel safe to share innovative and new ideas 	→ <ul style="list-style-type: none"> – Employees ha a mutual trust for each other and do not feel that they have to hide their vulnerabilities or imperfections
	Communication	<ul style="list-style-type: none"> – Employees communicate with their colleagues when they require help – Employee and line manager relationships are open and honest 	→ <ul style="list-style-type: none"> – Open and honest communication is promoted across the organisation – Informal mentors/workplace buddies are in place to allow employees to talk confidentially to someone if necessary

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Policies	Flexible working	– Flexible working policies are in place – Remote working policies are in place	→ – Flexible working policies provide employees with freedom over their schedule – Job share policies are in place – Employees are offered home working when they join the organisation, and provided with equipment to make it possible
	Confidentiality	– Clear and confidential escalation policies are in place	→ – Trusted channels are in place for employees to raise questions and concerns
	Tools	– Employees do not have to request access to visit public platforms on work technology	→ – Employees are provided with the freedom to access any digital tool that will enhance their job (budget allowing)

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Processes	Customer relationships	– Customers are treated with fair value and in line with business conduct to build long lasting relationships	→ – Customers receive a tailored and personalised experience depending on their needs and are engaged in regular touchpoints and follow ups
	Conflict resolution	– Visible actions are taken to address violations of expected behaviours – Actions are clearly and transparently communicated across the organisation	→ – Employees are given training and coaching to ensure that they handle conflict in an appropriate and trustworthy manner
	People management	– Employees meet their line manager on a regular basis	→ – Weekly meetings are held for teams to reflect and give feedback in a psychologically safe environment
	Work environment	– The work environment allows for people to communicate and collaborate	→ – Physical and virtual environments are created that encourage employees to experiment and learn from getting things wrong
	Mentoring	– Employees are offered a mentor when they join the organisation	→ – All employees have a mentor and have regular touch points to provide advice and support