

Appendix 2: Our aim, objectives and values

Highways Agency Strategic Framework
<p style="text-align: center;">Aim Safe Roads, Reliable Journeys, Informed Travellers</p>
<p style="text-align: center;">Our prime objective - what we are here to do</p> <p>1. To deliver a high quality service to our customers by:</p> <ul style="list-style-type: none">■ Reducing congestion and improving reliability through:<ul style="list-style-type: none">■ A programme of improvements to the strategic road network.■ Improved management of incidents and roadworks.■ Influencing travel behaviour through better information to inform journey choices.■ Improving road safety.■ Respecting the environment.■ Seeking feedback from customers.
<p style="text-align: center;">Our enabling objectives - how we deliver</p> <p>2. To ensure more effective delivery through better working relationships. 3. To implement best practice and innovative solutions to improve service now and in the future. 4. To be a good employer. 5. To be an efficient Agency with effective business processes and resource management systems.</p>
<p style="text-align: center;">Values - how we behave in fulfilling our objectives</p> <p>Customer Service We put our customers first</p> <p>Teamwork We work together in dynamic teams and partnerships</p> <p>Improvement We encourage learning, innovation and flexibility</p> <p>Diversity We value people for their diversity and contribution</p> <p>Best Value We deliver effective services that provide value for money</p> <p>Integrity We build trust by acting with honesty and fairness</p>