

Culture and Values



CSM Customised Sheet Metal

Professionalism and Integrity

- Under Promise and over deliver
- Dynamic
- Ambitious, delivering high quality
- Solution Driven
- Health & Safety is paramount
- Open culture
- Listen to feedback
- Reliable and honest
- Flexible, helpful and courteous
- Innovation - enhancing our skills

Communicative

- Our communication is relevant. Timely and purposeful
- Transparent, clear, concise and accurate
- Share our objectives openly
- We are accessible
- Listen actively

Responsibility and Accountability

- We are approachable, receptive and take ownership of challenges
- We share our knowledge to empower staff
- We deliver against our targets
- We are realistic and pragmatic
- We value our excellent teams and are supportive of them

Collaborative

- Contribute to the excellence of CSM and celebrate that success
- We value and rely on contributions of the team
- Caring; we care for our team's wellbeing inside and outside of work
- We expect our team to treat our customers with respect
- Work effectively with other organisations
- We respect colleague's work/life balance choices
- We trust and respect our team
- We expect others to treat our team with respect
- Enjoyment; we believe in a pleasant and enjoyable working environment