

Our Team Culture

***People—our team, conservation partners and other stakeholders—are always our number one priority, without exception.
We are caring, connected, empowered and innovative.***

Caring

- Everyone is treated fairly and with a high degree of respect and trust.
- Information, training and equipment are provided to enable staff to be effective and keep safe.
- Hazards and incidents are reported as they arise, to improve our health and safety practice.
- Everyone is provided career development opportunities.
- Everyone in the team is encouraged and supported to practise a healthy work/life balance.

“Nothing that we do is important enough to put people at risk – either physically or mentally.”

“It’s bloody brilliant the way that ZIP takes an interest in everybody and looks after people as people.”

Connected

- Everyone in the team feels ownership of ZIP’s vision, goals, and approach to innovation.
- The work priorities are communicated to everyone.
- Everyone has the opportunity to contribute to and participate in development work ‘on the ground’.
- Everyone in ZIP has access to capability and advice within the team.
- Learnings are communicated across ZIP, and to our partners and stakeholders.
- We recognise and celebrate achievements.

“We have fun together and it really feels like a team – not just a collection of individuals.”

“There are no silos, no ‘us and them’.”

Empowered

- Each person understands their role and work priorities.
- We work autonomously, make decisions and solve issues without waiting for permission.
- Everyone is encouraged to offer their perspective, ask questions, and dare to disagree.
- Project leads make and own decisions – with support of the team and management.
- Everyone is equipped with the skills, information and tools to make an impact in their role.

“The phrase that comes to mind most often is ‘freedom to operate’. I know I can just get on with it.”

“I have a strong personal connection to my part of the work and a really high degree of ownership”

Innovative

- We collaborate with others, ask lots of questions and listen closely.
- The diversity of our team is a strength and integral to developing creative, robust solutions.
- We respond quickly to new information and changing environments.
- For us, innovation is about developing, testing and refining good ideas until something works well.
- We direct resource to our most important and time-sensitive work.
- We recognise failure as an opportunity to learn, and a critical part of the innovation process.
- The confidentiality of some of our work is critical, especially when others trust us with their best ideas.

“The pace of change can be a challenge!”

“The key is that failure is not viewed as a bad thing, and this is modelled from the top of the organisation down – we push new developments and learn quickly from the things that don’t fly.”