

Respect

CLEAR Value of the month

Stay Safe
GlasgowLife™

Time to Reflect

Without doubt, 2020 has been the toughest year that many of us have experienced and we will be glad to see it over. Let's use our CLEAR values to reflect on 2020 and to guide some positive actions for the year ahead.

Achievement



What learning can we take from our 2020 experiences that will set us up for success in 2021?

Environmentally
Responsible

Receiving respect from others is important because it helps us to feel safe and able to express ourselves. How can we continue to use our spirit of collaboration to overcome the damage that Covid-19 has caused Glasgow Life, our colleagues and the citizens of Glasgow?



What do we need to focus on to welcome more of our customers back to the services they love and value?

Learning

In 2021 we will be welcoming **COP 26** to Glasgow and setting it up for a legacy that will best serve our planet and future generations. Working together, what can you, your team, your service do to support?



Customer
Focus



*Imperfections are not inadequacies;
they are reminders that we're all in
this together.*

- Brene Brown

