

## Required Staff Behaviours

Whilst all our staff have been taken on because they exhibited these values, we felt it would be a useful reference for everyone if we wrote them down... so here they are:

As well as delivering all our aims for ecological and health improvement, we want our company to be open, vibrant, challenging, supportive and interesting.

To achieve this, we need you all to fully understand the principals we are trying to embed in the company. As such here is a highlight list of the values and behaviours, we always need you to exhibit while at work. The bullet points are examples; other things may fall into each of these categories.

### SPEAK UP

- If you have an idea, we want to hear it.
- If something goes well or badly you must share the learning with everyone (lessons learned)
- If you are stuck, don't know how to do something don't struggle on, get help. We'd rather the whole company was solving a problem together than one person was struggling on their own.

### TAKE OWNERSHIP AND RESPONSIBILITY.

- Safety is as much your responsibility as anyone's, look after all of your colleagues and follow processes that are in place to keep people safe.
- If you see something that needs doing, do it. Don't assume "someone else will sort it" they won't, if you have seen a problem discuss it and then fix it.
- Buy in to what we are trying to achieve together, see the bigger picture, and help us decide what to do next and then see it through.
- Manage your own workload, for the company to do well we all need to be working hard while we are here. Finding yourself at a loose end isn't a crime, it's good, ask and we'll have something that needs doing (usually urgently!)

### BE PROFESSIONAL, SMART AND PREPARED

- Keep your skill and knowledge up to date
- Look and behave professionally
- Take the time to plan and prepare for meetings and external jobs

### PEOPLE ARE INTELLIGENT

- We like our customers and staff members, and we assume they are intelligent, please use this tone whenever we speak to a customer (including indirectly, e.g. marketing).
- Be honest with the customers and your team, just be simple and honest, don't build up false expectations or make an excuse, if you have made a mistake that affects someone negatively, or even if they just think something isn't as they expected let Duncan or Emma know and we can work out what to do.

### WORK EFFICIENTLY

- Please consider what you are doing and WHY you are doing it, don't just do anything because you have been asked to.
- Be open to and discuss better ways of working.

### HELP YOUR COLLEAGUES

- If someone asks for help, help them. (Be aware – if you're asking for help this doesn't always mean you'll get the help you're expecting, sometimes the person you're asking will have a different way of helping you).
- Be open to the idea you're not perfect, always listen to what the other person is saying and try to understand their perspective.