

RESPECT

“We treat others the way we would wish to be treated ourselves”

This means I...

- Am open, honest, ethical and fair in the way I conduct myself and treat others
- Take responsibility for my actions
- Trust, rely and support one another
- Seek, listen to and act on feedback
- See things from the others point of view
- Embrace diversity and inclusion
- Care for our customers, our community and each other
- Value the opinions of others
- Behave respectfully and professionally

I do not...

- Put people down and talk negatively about them
- Ignore the feelings and views of others
- Blame others for my mistakes
- Sit back and not get involved
- Withhold knowledge
- Use poor body language or tone of voice

My Manager is there to...

- Encourage transparency, honesty and lead by example
- Create a culture that recognises and respects diversity
- Encourage good team working
- Trust the team and delegate tasks
- Support me
- Celebrate success

INTEGRITY

“We deliver on our promises”

This means I...

- Act in accordance with our values, even when its difficult
- Do what is right and fair for our customers and for each other
- Am transparent in every thing I do
- Follow expected standards and procedures
- Act and communicate openly and honestly
- Protect the environment in all that I do
- Guard Ardenglen’s assets as if they were my own
- Put safety first
- Be a team player and recognise we rely on each other to succeed

I do not...

- Disclose information without authority
- Put my needs ahead of the team
- Let my skills and knowledge get out of date
- Expect my manager to automatically know what I need
- Ignore safety procedures or put myself, customers or colleagues at risk

My Manager is there to...

- Act as a positive role model
- Tackle inappropriate actions and behaviours
- Trust themselves and earn the trust of others
- Promote change in a positive way
- Create a culture where constructive feedback is valued and acted upon
- Inspire and motivate me
- Celebrate excellent service

ABOVE & BEYOND

“Continuous improvement is part of everyone’s job and customer satisfaction is everyone’s responsibility”

This means I...

- Will strive to develop my potential
- Choose to be positive and eager to learn
- Make the most of every customer interaction
- Exceed customer expectations
- Am not afraid to innovate
- Acknowledge and learn from my mistakes
- Share information, knowledge and good practice
- Embrace change

I do not...

- Let opportunities go by
- Wait for someone else to do it
- Withhold knowledge
- Put my needs ahead of my customers
- Think that “okay” is good enough
- Fail to commit to every task
- Resist change

My Manager is there to...

- Be courageous, challenge convention and support innovation
- Make informed decisions at the right time
- Never settle for mediocrity
- Establish and communicate standards and expectations
- Coach and give me regular, constructive feedback to improve my performance
- Involve me in decision making and help me and the team achieve objectives
- Celebrate a job well done

OUR CORE VALUES

RESPECT Don't by word or action offend anybody

INTEGRITY Do what is right and fair

ABOVE & BEYOND Exceed customer expectations

OUR MOST IMPORTANT BEHAVIOURS

Treat each other with dignity and respect

Listen closely and communicate openly and honestly

Encourage change and innovation

Promote involvement

Set clear roles, responsibilities and expectations

Demand and accept responsibility

Have the conviction to do the right thing

Embrace diverse people, thinking and styles

Be courageous and optimistic

ARDENGLLEN'S RULES FOR EMPLOYEES

RULE 1

"Use your good judgement in all situations"

There are no additional Rules.

"A customer is the most important visitor on our premises. He is not dependant on us. We are dependant on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so"

- [Mahatma Gandhi](#)



YOUR GUIDE TO LIVING OUR VALUES

