







ESS Way Values & Behaviours

Used by colleagues in Catering employed on ESS Chartwells contracts

 <p>SAFETY FIRST in everything we do</p>	<p>Follows all safety behaviours, points out hazards or risks to team members or their manager</p>
 <p>INTEGRITY</p>	<p>Honesty, respect, trustworthiness, doing the right thing.</p>
 <p>RESPONSIBILITY</p>	<p>Understands the performance targets for their own role and for their business area. Manages time to get things done on time, safely and well. Takes ownership to resolve problems.</p>
 <p>PASSION</p>	<p>Committed to delivering an excellent service, often exceeding expectations. Responds flexibly to customer needs and keeps promises to customers.</p>
 <p>CAN DO</p>	<p>Acts on their own initiative to get things done. Has a positive outlook, and respects views and opinions of others. Communicates well verbally and in writing. Makes suggestions to improve ways of working.</p>
 <p>TEAMWORK</p>	<p>Confident, warm and genuine with others Enthusiastic, self-motivated and reliable. Works flexibly is dependable, fair and helpful with others. Participates well in team meetings & ROAR sessions</p>