**FACILITIES AND SERVICES – CORE VALUES**

**STATEMENT OF EXPECTATIONS 2014**

**Generic Statement – to be included in all F&S Staff SoE 2014**

<table>
<thead>
<tr>
<th>Expectations</th>
<th>Outcomes - Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F&amp;S Core Vales – What We Stand For and What We Work By</strong></td>
<td>At the Mid-Year Review and Annual Review provide at least one example of how you have demonstrated adherence against each of the core values – some examples are provided below for your reference.</td>
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</table>
| ● Adhere to and demonstrate proactive behaviour of the Division’s core values – support, team, respect, excellence, integrity and client focus. | ● Support -  
● Team -  
● Respect -  
● Excellence -  
● Integrity -  
● Client Focussed -  
● Safety -  
● Sustainability - |
| ● Adhere to and demonstrate your commitment to the Division’s safety positive culture. | |
| ● Adhere to and demonstrate your commitment to the Division’s Sustainability and ANU Green initiatives. | |

**Outcome Examples**

The following examples are just a guide only. Staff may have others that are not listed and should be used when reviewing and assessing performance at the Mid Year and Annual Review in 2014. Staff are encouraged to provide at least one example against each core value.

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</tr>
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| ● Support – Help is not asked for, it is a given. We support our colleagues to achieve outcomes for the University. | ○ Assisting the team in periods of heavy workloads.  
○ Seek advice from another team member if dealing with a difficult customer or client.  
○ Participate in team/functional/University events.  
○ Attendance to all F&S staff meetings held on a quarterly basis. |
| ● Team – ME is not as important as WE. We all bring different skill sets, strengths and points of view to the team, for the good of the team and our clients. Collaboration is a must across other teams and functions within the Division and the broader University. | ○ Actively participate in team meetings/committees/toolbox talks not only within your own area but across/within other areas of the Division and University.  
○ Rotate being a chair of team meetings.  
○ Participate in team/functional/University events.  
○ Attendance to all F&S staff meetings held on a quarterly basis. |
| ● Respect – We consider everyone as individuals. We treat each other with courtesy, fairness and equity, and we are responsive in dealing with members of the ANU Community. | ○ Polite communication, appropriate interactions and respect for co-workers’ thoughts and ideas.  
○ Be responsive, courteous and prompt in dealing with other staff members, students and members of the community – email etiquette, phone etiquette, timely response to email/queries.  
○ Treat other staff members and students with respect, courtesy, fairness and equity.  
○ Engage in positive behaviour when interacting with all staff, student and stakeholders (as opposed to engaging in behaviour that may be reasonably perceived as harassing, intimidating, overbearing, bullying or physically or emotionally threatening).  
○ Refrain from acting in a way that would unfairly harm the reputation and career prospects of other staff members or students.  
○ Respect people as individuals including their personal beliefs and right to practice their beliefs. |
**Expectations**

- **Excellence** – We aim for the best, only the best.
  - Performing and undertaking your job above and beyond just delivering minimum expectations.
  - Inclusion as a member of a major project which develops your skills outside of your day to day role.
  - Show persistence even when activities may become difficult.
  - Continuous improvement with regard to processes, client service and/or outcomes.
  - Provide solutions not just raise problems for others to solve.
  - Respond in a reasonable time frame.

- **Integrity** – We are responsible and accountable for our actions – honesty and trust are a must.
  - Strong work ethic shows co-workers and clients that you are reliable and take your responsibilities seriously.
  - Don’t just ‘talk the talk’ but ‘walk the walk’.
  - Polite communication and respectable behavior.
  - Adhering to ANU Policies and Procedures.
  - Maintain confidentiality.
  - Lead by example.

- **Client Focussed** – We put clients at the centre of our business decisions.
  - Be helpful and provide a high level of service all the time.
  - Respond to queries in a timely manner.
  - Communicate and keep communication at level appropriate for target audience.
  - Offer assistance even if the enquiry is outside your normal function.
  - Provide reliable and consistent information particularly if it is coming from different sources.
  - Respond co-operatively to internal and external clients within the Division and University.

- **Safety** – Safety is the responsibility of all staff. We consider safety in everything we do and see.
  - Safety incorporated into standard meetings as a standing item.
  - Report safety observations, hazards and incidents through HORUS.
  - Conduct risk assessments for SOPs and Work Orders.
  - Conduct and report on workplace inspections.
  - Participate on the F&S WHS Committee or Remote Site Committees.
  - Undertake mandatory training for safe work procedures (working at heights, confined space, etc).
  - Participate in health and wellbeing initiatives offered by the ANU and Division.

- **Sustainability** – The Division is a leader in environmental and sustainability initiatives and programs which are delivered through the ANUGreen program to provide leadership, and develop innovative solutions.
  - Education – Raise awareness through your supervisor or appropriate avenues to highlight environmental and sustainability initiatives that will benefit the University.
  - Energy Usage - energy saving projects/initiatives; turn off computers and lights at the end of each day and after meetings.
  - Pollution – for example ride and/or walk rather than drive short distances to meetings.
  - Waste and Recycling - E-waste: IT equipment, batteries and mobile phones; discarding waste in appropriate coloured bins; report on paper utilisation; print only when required and set default to black and white double sided.
  - Water Usage - water saving projects/initiatives; reduce shower times, timers in showers; turn off taps properly.