

The FM Operational Risk and Environment Team Charter

The FM Mission: our purpose and aspirations

“To maintain a beautiful campus for the enjoyment of all. We strive for excellence in all that we do, to create a safe and vibrant place to study, live and work”.

The FM Values: guiding our decisions and our behaviour - (how we act)

“All that we do is underpinned by our values. Our values are embedded in our words and actions, our decision making, and our performance”.

We are Welcoming and Inclusive

We:

- Are friendly and understanding
- Embrace differences in each other
- Are approachable and responsive to requests for advice
- Listen, and are responsive to our customers needs

We are Passionate, Engaged and Proactive

We:

- Involve our ‘customers’ in our work
- Challenge non-compliance
- Approach challenges with enthusiasm and perseverance
- Keep up-to-date with best practice and new developments

We Act with Integrity, Respect and Openness

We:

- Share knowledge with others
- Provide sound, professional advice and information
- Give and act on meaningful and constructive feedback
- Support each other to achieve excellence in our team

We Take Ownership

We:

- Lead by example and set high standards
- Are accountable for our tasks and commitments
- Are solution focused
- Represent the Operational Risk and Environment Team in a professional manner, championing our specialisms