

The FM Systems and Innovation 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:

- Communicate clearly
- Collaborate effectively across all areas
- Listen to and understand our customer requirements
- Are approachable, forward thinking and open to new ideas

We are Passionate, Engaged and Proactive

We:

- Deliver quality by playing to our strengths
- Take an optimistic, solution focused approach
- Actively participate with enthusiasm and vigour
- Promote innovation and continuous improvement

We Act with Integrity, Respect and Openness

We:

- Are open to feedback
- Are transparent and honest
- Speak positively about each other and FM
- Treat others how we would like to be treated
- Empathise with and support non-technical colleagues

We Take Ownership

We:

- Add value at every opportunity
- Are positive under all circumstances
- Stand by our decisions with confidence
- Will continue to develop ourselves and support each other
- Aim to complete tasks on time, within budget and to quality