



**We are not afraid to challenge ourselves, our colleagues, our customers and our suppliers to ensure we always deliver our best for all involved**



**CHALLENGE**

**Examples of how “challenge” might show through in my performance and behaviours**



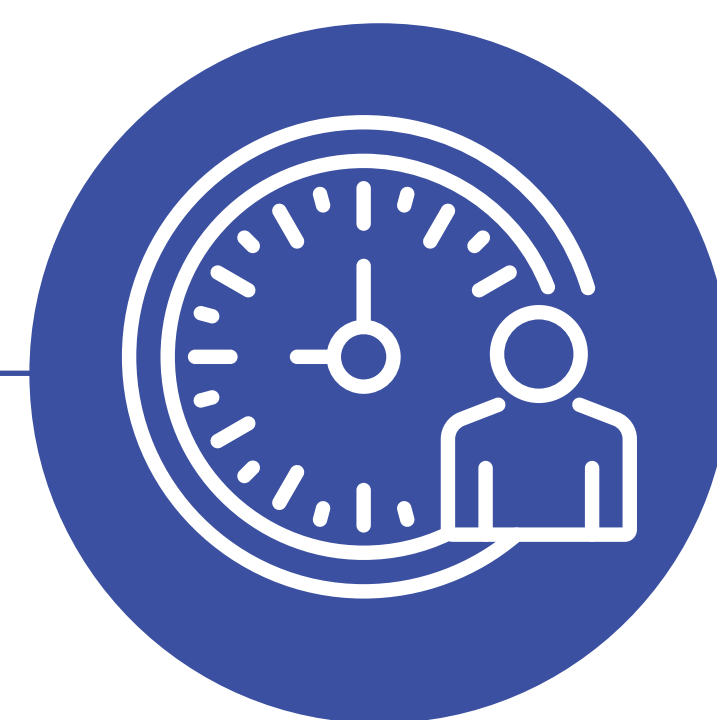
**SAFETY**

If you see an unsafe act, or are asked to undertake an unsafe act, you stop and tell your supervisor/line manager.



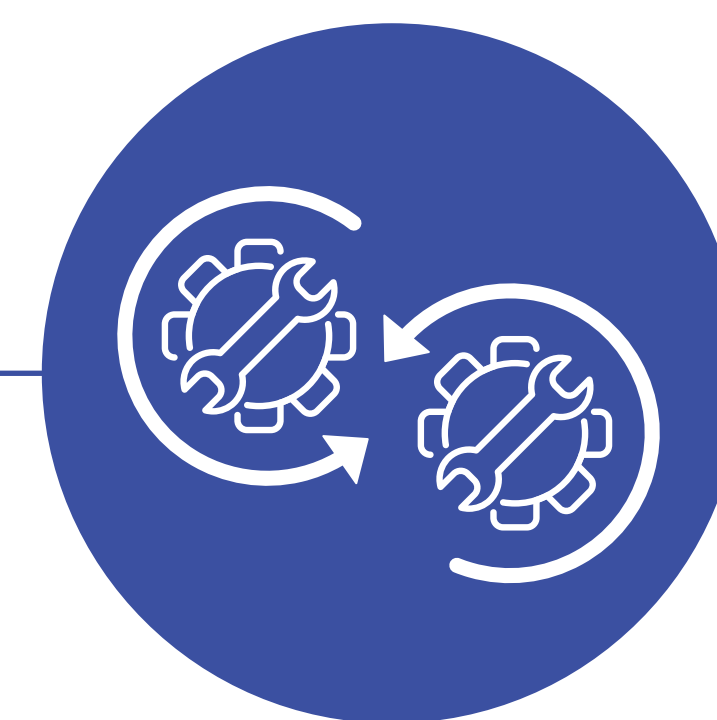
**QUALITY**

You keep your eyes open in the workshop and on site – if you see issues in our work, bring it to your line manager’s attention.



**EFFICIENCY**

You make a suggestion for some kind of potential improvement which would lead to the same or improved outcome.



**CONSISTENCY**

You always ensure that you and your colleagues work to our SOPs, TGs and job cards.



**PROFESSIONALISM**

You always look the part, act the part, with colleagues, with customers.



**RESPECT**

You champion good relationships with your colleagues, and you call out poor behaviour in others whenever you see it.



**INNOVATION**

You’re always thinking about how to get better – training and development, improved processes, new ideas.



**ACCOUNTABILITY**

You never try to hide a mistake – you own it, you learn from it, you help others to avoid the same thing.



**COMMUNICATION**

You don’t leave a conversation with either party uncertain about what needs to be done, or how it will be achieved.



**TEAMWORK**

You encourage your team-mates to achieve, and you take on board their suggestions to help you achieve.



***We don’t grow when things are easy; we grow when we face challenges.***



Anonymous