

## EMPLOYEE CHARTER

Tayside Contracts recognises that our employees, their skills, knowledge, experience and commitment are key to delivering and improving the services we provide to the communities and people of the Tayside area.

Our Employee Charter sets out our commitment to our employees and in turn what we expect of them to ensure the provision of high quality and affordable services for our customers and clients and the delivery of our mission 'community benefit through the pursuit of excellence'.

### As an employee of Tayside Contracts you can expect:

- A healthy and safe working environment.
- A culture where employees are valued and respect each other.
- Fairness and equality of opportunity.
- A clear understanding of your role, duties and standards of performance.
- Regular, open and effective communication.
- Clear, visible and approachable leadership.
- Opportunities for personal growth, career development and continuous learning
- Regular and constructive feedback on performance.
- A focus on efficiency, innovation and continuous improvement
- Consultation with trade unions on work related matters.

### Managers will:

- Ensure their employees understand the importance of health and safety.
- Provide effective leadership with a clear sense of direction and context.
- Demonstrate leadership by example and support and encourage you to perform.
- Communicate effectively so that you can understand how you are affected.
- Be clear on your role, duties and acceptable standards of performance.
- Be supportive, approachable and demonstrate a 'can do' attitude.
- Help you deal with challenges and change.
- Provide regular constructive feedback and participate in the Tay Review process.

### In return we expect our employees to:

- Take responsibility for minimising risk.
- Put our customers first.
- Demonstrate a positive 'can do' attitude.
- Be a team player, build effective relationships and treat others with dignity and respect.
- Display positive behaviour, honesty and integrity.
- Challenge and report unacceptable behaviour and performance.
- Take responsibility for personal development.
- Be open to new ways of working and offer up your ideas for improvement.
- Comply with policies and procedures.
- Participate in the Tay Review process.
- Adhere to Tayside Contracts' Employee Code of Conduct.

