

Healthy Linney Team

*Our teams are the driving force of our business.
Our teams need to feel happy that they can and should:*

- 1 Be decisive and fast; **embrace change** and get a total company result.
- 2 **Understand** their purpose, aspirations and processes. Know and **understand** their KPIs. Beware of arbitrary numerical targets.
- 3 Chase continuous improvement. Be **better** today than yesterday, and be **better** tomorrow than today.
- 4 Demonstrate that they are as **good as anyone** in the world at what they do.
- 5 **Chase away waste** and focus on people, planet and performance.
- 6 **Show commitment** to the training and development of team members, especially at appraisals.
- 7 **Encourage** team members to express their ideas or concerns. Encourage questioning, be open, honest and candid.
- 8 **Show courtesy and respect to all.** Remember internal customers. Ensure fair distribution of work.
- 9 **Understand the difference** between efficiency and effectiveness.
- 10 Remember, there shouldn't be more **honesty** in the kitchen than in a team meeting.
- 11 Respect everyone – never discriminate or use prejudice. **Never let a colleague or a client down.**
- 12 Be a good person, be a good team and be a good citizen of our business.

Describing words: innovative, caring, open-minded, effective, curious, brave, honest, canny, positive, competent, good teachers, helpful, friendly.