

Safety, Quality, Innovation Culture Statement

Safety

The safety of all of our staff is our first priority; it must underpin everything we do. Safety is not just about following rules and completing paperwork; it's about discussing and continuing to learn from our mistakes. Mistakes and safety issues can only be discussed if you admit and talk about them. We expect you all to have the moral courage and humility to do so.

Above all, Safety is about understanding how safety can become compromised and reacting in a fair, measured and strategic way.

Every Leader, Manager and Supervisor is responsible for creating a culture of fairness, openness and honesty in which people feel comfortable in admitting and discussing mistakes and safety issues. If you don't know how to do this, ask.

Quality

Linbrooke aspires to have the best reputation in the industry with regard to quality of work we undertake. We expect everyone to take pride in everything they do and enjoy being part of a company that is trusted to deliver every time.

When work does not meet our own standards, we will all seek to listen, understand and learn rather than look immediately for individual blame.

Every Leader, Manager and Supervisor is responsible for creating an environment where people take pride in their work. In practice this means noticing and praising when people give their best and understanding the many reasons as to why people don't. If you don't know how to do this, ask.

Innovation

Linbrooke dares to do improve the way things are done. Our competitive edge relies on constant innovation. Innovation starts with allowing everyone to contribute ideas from the bottom up. People only contribute if they feel they will be listened to, receive fair recognition for ideas that are implemented and a decent explanation when their suggestions are not taken forward. Contributing, improving and receiving recognition for our ideas however small, gives us all a sense of ownership, involvement and pride.

Every Leader, Manager and Supervisor is responsible for asking the people they lead how things could be improved and listening intently to them. An innovative culture is about giving people the confidence to contribute, to challenge how we do things regardless of role, time served and experience. If you don't know how to do this, ask.



Lee Hallam
Dated May 2017
CEO