

Ten Expectations

**Honesty
& Integrity**

Communication

**Look at the
Big Picture**

**Treat People
Fairly**

**Think of the
Entire Team**

**Anticipate
Deadlines**

**Develop
Relationships**

**Be a Role
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**Valuing the
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**Promoting
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**Enhancing
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**Valuing
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**Enhancing
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**Stewarding
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Ten Expectations

Honesty & Integrity

At the heart of things, this means doing what you say and telling people what you'll do. We need to discover what's right, and then do it.

Communication

Talking with your co-workers or staff on a regular basis isn't all that is required. That is a great start, but you also need to communicate with your superiors, customers and everyone else. It's easy to talk about good news, but bad or challenging news needs to be discussed in a timely and transparent manner as well.

Think of the Entire Team

We need to be willing to help each other when needed. We are not islands, with each person only responsible for themselves. Instead, we're a team working towards common goals.

Look at the Big Picture

The Facilities team makes the operation of the university possible on a daily basis. It's important that employees balance their lives and pace themselves. We can't sprint all the time, so we need to consider all things with respect to time, money, practicality and the manner in which our actions impact other operations and each other.

Treat People Fairly

It simply cannot be done by acting out of emotion or with an ego. You need to be objective and fair to everyone, especially to people that work for you or with you.

Anticipate Deadlines

The further out you are able to look, the easier it is to maneuver and adjust your course. Try to get a sense for when projects will be due so that you can plan accordingly.

Develop Relationships

Take time to get to know your customers and co-workers. The more you interact with people, the more likely they are to come to you when they have a problem. This helps to ensure that problems get solved before they escalate to unnecessary levels.

Be a Role Model

People are more likely to believe what they see than what they hear. Don't just tell others what's right or wrong; show them with your actions.

Accountability

Don't shirk your responsibilities. Ensure that you and your team follow through on your promises.

Follow Up

Do what you say you'll do and close the loop between the setting of goals and the fulfillment of goals.

Core Values

Enhancing Customer Service

We will show a commitment to customer service by:

- Understanding and fulfilling the important role that Facilities plays in the overall role of the university. This includes having accountability for our actions and tasks.
- Providing value-added service. This is above and beyond the basic delivery of service including follow-up and validation of satisfactory resolution, being solution-focused, and meeting deadlines in a timely manner.
- Offering assistance to our internal and external customers. Developing personal relationships and treating customers like they are the only customer.
- Being proactive with our customers' concerns and questions and taking the initiative to make things better.

Stewarding Facilities Resources

We will show a commitment to stewardship by:

- Offering value-added service and input into strategic discussions and everyday tasks by asking questions, being helpful, and being accountable.
- Considering the customers' end goal and determining ways of "how we can accomplish it" using positive work attitudes.
- Sharing, developing and offering new ideas in order to enhance our work while utilizing time and resources appropriately.
- Being thoughtful of your actions and decisions as they are the image of UAB and UAB Facilities Division.

Valuing the Environment

We will promote a positive environment including personal, professional, and physical environments.

We will show commitment to the environment by:

- Enjoying what you are doing and working hard to reach goals.
- Embracing the challenge, having fun, and leading the way.
- Cultivating a culture of continuous improvement and learning.
- Keeping your office and work area professional and organized.

Promoting Sustainability

We will show a commitment to sustainability by:

- Focusing on meeting the needs of the present without compromising the ability of future generations to meet their own needs.
- Recycling at every opportunity.

Enhancing Safety

- Maintaining and promoting a safe work environment.

Valuing Inclusivity

We will value and promote a healthy environment for inclusivity by:

- Valuing diversity.
- Valuing others' input, thinking of the entire team, and having a forum for constructive improvements.
- Maintaining constructive relationships by having respect, being approachable, and using positive work attitudes.