Why do we need a values and behaviours framework?

We recognise the crucial role each and every one of us plays in helping to achieve our Companies philosophy of being, our mission, vision, and strategies.

We want Pars Flame Controls to be a workplace where people know they are valued and feel empowered in their roles to achieve excellent for our customers and communities.

Our framework is a set of personnel and employees› values and behaviours that are at the heart of how we approach work. They work alongside our job profiles which detail the «what» of each role.

By demonstrating these behaviours, we will ensure that we are all working to be the best that we can be and help improve our culture.

What is Value?

Our values are at the heart of everything we do and how we treat each other. They were developed by our employees as being what is essential to them. They provide essential guiding principles about the way that we work and set the tone for our work culture, and identify what we, as a whole, care about. They will help each of us to make important decisions to choose between right and wrong ways of working.

When this happens, people understand one another, everyone does the right things for the right reasons, and this common purpose and understanding helps people build great working relationships.

When values are out of alignment, people work towards different goals, with different intentions, and with different outcomes. This can damage work relationships, productivity, job satisfaction, and creative potential.

«A value is a belief that guides our choices and actions; a principle that conveys what is right and what is wrong».

In business context, core values are the deeply rooted principles that guide all of our Company›s actions; they serve as its cultural foundations. Values play a real role throughout our organization, inspiring our employees and providing a measure by which performance can be judged.

Our Company›s core values has been incorporated into all of our processes, including the hiring process, securing high-value customers, navigating through crises, remain accountable to commitments, and serve stakeholders better. Generally speaking, we believe the core values drive us to achieve a better brand and better business performance. This is why values deserve a central place in how our Company functions.

We have been developing our own way of thinking in PARS FLAME CONTROLS for the Sustainability of our values and our growth way to expand; our way is to constantly learn from day to day thinking and actions and we shall continually re-think about our way of thinking. By doing this, we generate new values among our Company

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SKILLS TO PERFORM VALUES

Soft skills are personality traits and behaviours that help employees to succeed in their work. Unlike «technical skills» or «hard skills», soft skills are interpersonal and behavioural skills that relate to how people work and how they interact with other co-workers.

We at Pars Flame Controls give extra attention to soft skills because these skills are hard to teach and are important for long-term success. Soft skills are different from hard skills, which are technical and job-specific.

Popular soft skills include communication, teamwork and other interpersonal skills. Here are key soft skills list that our Company has been looking into its member of staff to develop:

COMMUNICATION SKILLS	Active listening	Confidence	Conflict resolution	Negotiation
	Public speaking	Writing	Non-verbal communication	Empathy
PROBLEM SOLVING	Creativity	Research	Risk management	Teamwork
	Critical thinking	Analysis	Decision-making	Troubleshooting
CREATIVITY	Curiosity	Innovation	Learning from others	Experimentation
	Taking calculated Risk		Open-mindedness	
ADAPTABILITY	Consistency	Optimism	Enthusiasm	Patience
	Organization	Flexibility	Cooperation	Growth mindset
WORK ETHIC	Attention to detail	Persistence	Organization	Motivation
	Integrity	Time management	Dependability	Results-oriented
GOAL-SETTING AND PLANNING	Organization skills	Commitment	Time Management	
	Privatization	Delegation		
NUMERACY	Data analysis	Critical Thinking	Monitoring	
	Budgeting	Logical Thinking	Analytical Skills	
EMPATHY	Integrity	Patience	Emotional Intelligence	Teamwork
	Interpersonal	People Skills	Respect	Trust

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HOW WE BEHAVE

An efficient and harmonious working environment is created, largely, by the way people behave in the work place. Behaviours are how we demonstrate the approach and attitude we want to take to work and how we demonstrate our values. They are the same for all employees and are about:

- How we do things
- How we treat each other
- What we say and how we say it
- How we expect to be treated

With all jobs, there are certain skills required to perform the job requirements well. But there some skills – like behavioural skills – that almost all roles require. Exceptional work behaviours are what stand out in a workplace. Excellent work behaviour takes effort and can be developed.
The principles of work behaviour is expected as:

- Behaviour that is knowledgeable and result oriented.
- Behaviour that is directed towards active listening.
- Behaviour that is consistent and reliable.
- Behaviour that is approachable and accessible in nature.
- Behaviour that honours commitment.
- Behaviour that is honest.
- Behaviour that practices social skills.

"Behaviour is always greater than knowledge because in life there are many situations where knowledge fails but behaviour can still handle"

Behaviour Framework

Some of the examples of Pars Flame Controls shared values are defined here that gives guidance of ways in which employees – both management and non-management – can demonstrated the values in action:

Integrity

- I interact with others from a position of respect, sincerity, honesty and trust. As such, I am consistent between what I say and what I do;
- Recognizing that I am seen as a role model for my team, I strive to make my decisions and actions consistent, clear, and transparent in order to build trust with my team and colleagues.

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- I am viewed as trustworthy by colleagues, management, and customers.

- I routinely establish relationships with colleagues from different departments across Pars Flame Controls to gain better understanding of how work-flows and processes affect others.

- I actively listen and discuss matters constructively and on a reasoned basis, and I open myself up to different points of view because I believe that diversity enriches and adds value.

Customer orientation

- The customer is my number one priority. I want the customer to view me as a partner, someone who›s close to them and adapts well to their circumstances.

- I stand out as a result of my reliability and excellence in carrying out my work, exceeding expectations with a spirit of services, agility and responsiveness.

Innovation

- I collaborate with others through teamwork and by forging partnerships.

- I use creative problem solving and alternative resources to achieve goals.

- I work with others to conceptualize new ideas into pilot processes to innovate and create something new.

Accountability

- I am accountable for all that I do and take responsibility for decisions

- I seek to overcome barriers in my ever-changing environment and see difficult situations through to a positive conclusion

- I am clear about my role and communicate what I need to fulfil it

- I make, implement and take responsibility for decisions with my scope

- I deliver on time and the highest professional standards

Empowerment

- I am customer focused and seek to empower myself, colleagues and my communities to achieve the greatest possible outcomes

- I am approachable, helpful and clearly communicate what we can and we can›t do

- I seek to understand customer needs and present solutions to encourage people to help themselves

- I build constructive and collaborative relationships with company stakeholders to develop solutions

- I inspire and enable others to fulfil their potential

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Respect

- I am inclusive and always respect and value others

- I value the importance of equality, diversity and inclusivity

- I act how I want to be treated; being kind, considerate and respectful of others and their opinions

- I work well with others who have different personalities and backgrounds

- I am fair and ethical in my work decision making

- I say thank you and celebrate success

Excellence

- I perform to the highest professional standards

- I am innovative and creative in driving forward improvements

- I take pride in my work, paying attention to detail and the wider context we are operating within

- I am adaptable and flexible in our approach

- I work as one team and reduce silos

- I work aiming for right first time, however I learn from mistakes when they do happen

- I learn from all situations and pro actively improve my performance

- I ask myself how I can improve my work on a daily basis.

- I am ambitious, challenging myself and presenting myself with new opportunities, and taking risks when necessary.

- I rise to challenges, tackling them with optimism and perseverance.

- I rely on others and accept their help to tackle major challenges and difficulties.

Commitment

- I agree to take on my responsibilities and the decisions that pertain to me, and will make an extra effort when necessary.

- I set high standards for myself and take advantage of opportunities to learn and become a better professional, as well as to help others grow.

Search for the common good

- I agree to place Pars Flame Controls objectives ahead of my own, contributing to the long-term commitment that has characterised Pars Flame Controls since it was founded.

- Collaboration and generosity are the foundation of a shared project, and I contribute to the perpetuation thereof.

- I make the collaborative model my own and demonstrate solidarity and engagement with the Company, environment and communities in which he work.

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Quality

- Our aim is to manufacture the highest quality products at competitive rates.

- Our most important product is quality. We will not control quality, we will produce quality.

- Every person in our Company is a customer of the previous process. Everyone has to ensure quality of the service or product they give to their customers.

- Quality is the responsibility of all of us. Our aim is to prevent and destroy the problem at it's source, not later to recover.

- I continually ask how I can improve what I and my department are doing, discuss ideas with my supervisor and others, and implement them.

- I routinely step up and act as a leader within my department by volunteering following through on commitments and doing the right thing.

- When a colleague unexpectedly went on occasion, I assumed his/her critical job responsibilities without being asked to ensure that there weren›t any gaps in service for customers.

"STRIVE NOT TO BE A SUCCESS, BUT RATHER TO BE OF VALUE"
Albert Einstein

Examples of behaviours which do not support the framework

- You blame colleagues, circumstance or systems for mistakes and problems

- You do not embrace and learn from mistakes to ensure improvement of self and services

- You avoid taking responsibility and show a lack concern

- You are inconsistent in what you say and do

- You ignore or do not deal with risks in a safe and timely way

- You do not openly share information and are secretive about your work

- You disguise mistakes, do not tell the truth or blame others

- You criticise and undermine the work and abilities of your colleagues

- You demonstrate an inconsistency between what you say and how you behave

- You view questioning and suggestions from others as negative

- You are aggressive and confrontational when giving or receiving feedback, making others feel uncomfortable to speak up

- You ignore cases and scenarios which should be raised or acted on, such as fraud or discrimination

- You do not make decisions in a fair or ethical way, for example, allow personal relationships to influence you

- You do not take the time to listen and understand

- You are not interested in our communities and do not positively promote the council or services we offer

- You do not liaise with others or involve key people

- You do not take ownership of your work

- You take over and do things for people that you have decided are right for them without considering their wishes

- You undermine colleagues when they make decisions which you don›t agree with, rather than raising your concerns professionally and calmly

- You prevent colleagues from developing their skills, deliberately obstructing opportunities for them, e.g. clashing meeting appointments

- You judge others and form bias

- You speak in a rude and dismissive manner

- You do not listen and regard opinions of others as unimportant

- You criticise and undermine others

- You do not treat people as individuals and show disrespect towards their beliefs, culture and life decisions

- You take the credit for the work of others

- You are negative, moan and do not contribute solutions

- You continue to work in the same way you always have

- You use bureaucratic processes as an excuse and stall the progress of work

- You pass the problem on to others to deal with

- You lack concern about the quality of your work

- You don›t care about the impact you have on others

- You work alone and are resistant to team work

Where and how are the behaviours supported?

We are on a journey to change our culture. The values and behaviours are an integral part of our Employee Engagement Strategy which provides more detail on our three year action plan for how we embed the values and behaviours.

The behaviours are supported by the following processes and initiatives:

Recruitment

Applicants are interviewed and selected following behavioural based interviewing for cultural-fit as well as job-fit.

Performance management

Employees are managed, supervised and appraised for their work performance (in terms of task delivery) and behaviours (for reviewing the approach taken to work).

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Learning and development

Personal development planning takes place as part of the performance development review process and corporate learning materials and training is available to support staff to deliver the required behaviours.

Partnership working and transformation

The way in which we work with our partners and suppliers are key to delivering the business plan and our transformation programme; the behaviours framework is central to the success of this and to the development of relationships and information sharing with our partners and suppliers and anyone who collaborates with us.

Policy

The behaviours are fully supported by the policies, processes and guidance to support the workforce and our managers.

Well-being initiatives

We recognise that an individual›s well-being can be affected by negative behaviours and we will ensure support is available and easy to access.

" Understanding core values for a decision
Helps staying committed to do it "

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