

C

CARE means that we:

- 1. care about each other and our work**
- 2. treat others the way we want them to treat us**
- 3. listen to each other and keep an eye on each other**
- 4. make time for each other**
 - also colleagues in other departments**
- 5. help each other and prepare for the next shift**
- 6. engage and push our colleagues ahead**
- 7. actually speak up**

A

AWARENESS means that we:

- 1. are alert and use all our senses**
- 2. have an overview and are observant
about the right things**
- 3. collect the necessary information**
- 4. keep our eyes open to our own
and our colleagues' safety**
- 5. help new employees, and are aware of their actions**
- 6. ensure that everybody is up-to-date**
- 7. receive and give information positively**

K

KNOWLEDGE means that we:

- 1. transfer colleagues' experience and knowledge, and look for new knowledge**
- 2. emphasize good training, and are open to new procedures**
- 3. are sure what the job is before we begin**
- 4. have knowledge about people and human relations**
- 5. help colleagues who are insecure**
- 6. are not afraid to say "I don't know"**
- 7. are open to younger and less experienced colleagues**

E

ENGAGEMENT means that we:

- 1. show what we can do and what we are good at**
- 2. are willing to learn and share knowledge**
- 3. are active and start processes**
- 4. find solutions, and not problems**
- 5. display energy, willingness, courage and enthusiasm**
- 6. do the job the best way possible**
- 7. are outreaching and display engagement**
- 8. are genuinely interested in our work**
- 9. contribute and say what we believe**