

Introduction

This guide details the Success Factors for the team member bands within Warburtons:

The six Success Factors are:

- Safety first
- Delivers for customers (both internal and external)
- Develops themselves and others
- Drive for quality and continuous improvement
- Makes things happen
- A great team mate

While what we do is important, **how** we achieve these results is just as important. We can all be made to deliver and comply, the real skill is inspiring people to deliver; creating a work environment where people want to succeed.

This guide describes the behaviours we expect to see for each of the Success Factors. Additionally, the guide provides examples of both positive and contrary behaviours.

The **indicators** detailed should be seen as examples and they illustrate **how** we should and should not be achieving our results. The behavioural **descriptors** and **indicators** should not be viewed as a checklist.



Our values

Our values serve to govern our decision making; they provide us with a guiding set of principles that we use to help us take decisions. We all have our own personal values and the Warburtons values provide a Company wide framework that enables consistency, standards and, ultimately, helps us to create and maintain a unique and successful Company culture.

Our values have guided our decisions throughout our history. They have evolved as the Company has developed. Warburtons' values are summarised opposite.

These values underpin the Success Factors – the behaviours we expect to see, and it is the combination of these that defines the way we work.

For example, the Success Factor "Safety First" underpins our value of Care and describes the behaviours that would contribute to demonstrating this commitment.



Family



Ambition



Responsibility



Care



Quality

“I’m really proud to work for a family business – one that values its people and puts quality at the centre of what do.”

Brendan

