

How to be a Swan...Core Values



Create opportunities

Allow people to create and share wealth.
Recognise and reward great achievements.
No 'mediocrity'



Exceed expectation

Always go the extra mile. Be extraordinary.
'Wow' yourself and others.
Average is not acceptable.
Be the benchmark.



Believe that nothing is impossible

There is always a solution to every challenge.
Don't take 'no' for an answer.
Question it. To give up is to fail.



Treat all with respect

Treat others with the highest standard of professionalism.
Make people feel valued.
No judgements.

Expectations



Arrive at least 10 minutes before your shift. If you're running late then call (not text) to let us know.



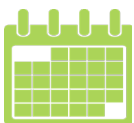
Wear an ID badge if supplied.
Uniform should be clean and no jewellery should be worn.



Report sickness or absence to your branch at the earliest opportunity so we can arrange cover. Please call us and do not text.



Mobile phones should not be used without permission of your supervisor/manager whilst working.



Keep us up to date with your availability, save our number and answer our calls so we can give you as many hours as possible.



Do not arrange your own cover or shifts please contact the office.



Ensure you wear any uniform provided and dress appropriately for your role.
Try to carry a pen.



You represent Swanstaff so remember to be happy, positive, respectful and willing to go the extra mile.

Drivers don't forget to...

- Wear any PPE required (e.g Hi-Vis) and dress appropriately for your role.
- Carry out vehicle checks.
- Report accidents immediately.
- Follow client procedures e.g. keep updated on deliveries.
- Carry your licenses & tachograph card at all times.
- Drive courteously & adhere to speed limits.
- Do not work over your legal hours.
- Notify us of any change to your licence.
- Notify us of any medical/health conditions which may affect your ability to drive.

Healthcare workers don't forget to...

- No nail varnish should be worn and if no uniform is supplied wear dark trousers.

