
Applies to:	Facilities Management Employees
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Our Mission, Vision and Core Values – Embrace our values and live our principles

Our Mission – Provide responsible and quality stewardship for the long-term preservation and growth of the university’s physical assets through the unified delivery of planned work, while remaining cost effective and competitive.

Our Vision – Ensure a quality environment for students, faculty, staff and visitors in support of the University’s mission of teaching, research and community service.

Our Core Values – PRITAS

Professionalism, Respect, Integrity, Teaming, Accountability and Service – supporting our mission and vision

People are the Priority – We will hire and retain extraordinary people.

- We will communicate professionally and directly.
- We will get things accomplished and will produce a quality product.
- We will share our opinions in an appropriate manner and we will not act out of fear of the unknown.
- We will be courteous and respectful.
- We will clearly listen to our staff members regarding their ideas and concerns.
- We will provide a professional and safe environment in which to work.

Be Ourselves – We will bring our ideas, beliefs, passions, and interests to our jobs. With diversity, we bring more to the team, the ideas, the strategy, and the future.

- Fun is important and should not be lost in the day-to-day tasks.
- We need to encourage ourselves and our teams to do well.
- Winning and doing well are important, but we must always remember the human element. What we do is all about people.

Leaders Must Lead – We will deal with performance issues.

- Accountability does not mean punishment. It means learning from our mistakes and continually improving.
- Mistakes do not equal failure. We fail when we do not accept responsibility or plan for recovery and/or improvement.
- We will talk *with* our staff and not *at* them.
- We will not lower our standards. Mediocrity is not an acceptable standard.
- Participation and visibility are expectations.
- We will set clear goals and lead by example in accord with our core values.
- We will bring closure to performance issues. We will not transfer our problems to another area of the organization or the university.

General Operating Principles – We will be one team (to become one university) – We Are UH!

- Trust is critical to the team and has to be built.
- Senior leaders must be honest, direct and trustworthy.
- While staff members are encouraged to present their ideas and concerns, once leadership has made a decision, it becomes an expectation that staff support it actively and professionally. To do otherwise is

- unacceptable and will be treated as a performance issue.
- Collaboration and cooperation is important and necessary.
- We will lead with purpose and dedication.
- We will provide a clear vision and strategy for the future.
- We will celebrate our successes and communicate them to the campus community.
- Sound decisions and timeliness are critical to our success.
- We will empower our employees as we provide support and assistance to achieve success.
- We must hold each other accountable in a positive and supportive manner.
- Gatekeepers should not be roadblocks – don't say *why we can't* – say how *we can*. Negativity is destructive and discouraging to team morale.
- No silos – we are all in this together – we are UH.

Measurement and Transparency are Critical – Performance must be measured, reported, and transparent.

- To improve, you need to know how you are doing and what changes, if any, need to be implemented.
- Assessment should be continuous and consistent within established guidelines and procedures.
- We will consider suggestions and ideas for improving and streamlining processes and initiatives when presented in a professional and positive manner.
- Information + Planning + Action = Success