Welcome to our Essentials behaviour Framework. Essentials captures all those things that Edinburgh Leisure employees do (and don't do) to make us a success with our customers and successful as a business. This framework is your key to a successful employee journey with us and outlines expected behaviour from you while carrying out your role.

## There are 5 themes:

- 1. Standards
- 2. Communication
- 3. Risk Management
- 4. Engagement
- 5. Service Excellence.

## **Behaviour Standards Overview**







Developed for Edinburgh Leisure by The Keil Centre 2014

For each theme there are 3 sets of behaviour standards:

- 1. Leadership by **EVERYONE**
- 2. Leadership by **SUPERVISORS**
- 3. Leadership by MANAGERS

During the recruitment process and throughout our employment journey we are looking for evidence of these behaviour standards. Therefore, you are encouraged to keep the themes in mind and be able to provide examples of when you have demonstrated the themes or supported others to work to them.