

Food Development Company Ltd / Transylvania Food Company Srl

GOLDEN RULES

We want everyone that works for us to feel as though they are part of a successful team, and that they are respected, appreciated and rewarded for the good work they do. Above all, we want people to enjoy their work; these rules help us all to know what is expected.

Rule 1: We Work a Fair and Full Day

This means that time at work is spent productively! Personal stuff needs to be kept to a minimum, this includes taking personal calls, sending texts, checking Facebook or chatting on Twitter or MSN...

Rule 2: We're a Team

We're all in this together. Being a team means that it is never 'not my job'.

Rule 3: We're Proud of Our Work

Because we take pride in the work we do, we do it as it is intended to be done. No shortcuts, omissions or bodge-jobs! We will support every employee who does deliver a fair, just, full day of compliant work by not saddling them with any bad employees.

Rule 4: We Respect Our Customers

They pay our wages and are the reason for our existence. We always seek to understand them, to see things from their point of view, and we never slag them off.

Rule 5: We Keep Our Promises

When we say we'll do something or get back to someone, we do it. We don't let people down.

Rule 6: We're Positive

It's not OK to say negative things about the company or any of our customers or staff. We won't tolerate—at all—anything or anyone that contributes negative word-of-mouth.

Rule 7: We Don't Do Things Slowly

We do them quickly or not at all. This means that there'll always be lots going on—and things will change as we adapt and spot new opportunities. It's never been calm around here, and as long as we're successful, it never will be!

Rule 8: We're In Business to Make Profit

We're not here for fun—getting and keeping of profitable customers is the most important thing we do. Creating profit is fundamental to any successful company and the people we value most are the ones who contribute most to profit. It's not enough to be busy; as teams and as individuals, we need to ask ourselves, "What are we busy doing?" If you're not focusing on profit, you're doing something wrong. It's OK for anybody to question anybody else, at any time about what they're doing and how it contributes to profit.

Rule 9: We Finish Stuff

Our key measures of success and performance will be based around what you got done, not what you are doing. We don't like activity masquerading as accomplishment—you need to focus on getting things done. Not 'doing' or 'in the pipeline', but properly done. Finished, Crossed Off, Achieved.

Rule 10: We Recognise and Reward Good Thinking

We can all find better more efficient ways to do stuff—and we've all got a responsibility to speak up and share those thoughts.

Rule 11: We Think Before We Act

Making an honest mistake when you've thought something through and did things for the right reasons is fine. In fact, it's encouraged. However, doing something dumb because you didn't think is unforgivable.

Rule 12: We Don't Clock-Watch

Working at TFC means putting in some extra hours— we do it because we are proud of the work we do here.

Rule 13: We Work Hard, Play Hard and Eat Lunch

At lunch we get out of the office. Eating at our desks is an exception, not the rule. We all need breaks to work effectively.

Rule 14: We Keep Our Workplace Tidy

Everything should have a home—we don't leave stuff by the sides of desks, in corridors, in the process room or in the yard.