

Awards – Examples of the Behaviours

Collaboration Award

Understand broader goals, willing to defer own objectives to maximize OTIS results

- Someone who is keen to work with others to get tasks done
- An individual who recognises contributions from everyone in the team, no matter what level
- A person who communicates and encourages organisational culture and ethics when working as part of a group.
- Someone who wants to work with others as they understand the benefits of a variety of contributors

Pace Award

Understand broader goals, willing to defer own objectives to maximize OTIS results

- Someone who undertakes required actions without delay despite potential challenges, then identifying strategies to overcome them.
- Someone who gets stuck in, works hard and goes the extra mile for customers
- An individual who consistently identifies and claims responsibility for actions and tasks. An 'I'll pick that up' attitude.

Inclusion Award

Actively seeks out and values ideas, from others who are different

- An individual who encourages participation from others no matter what their background
- Someone who consistently builds or works within strong diverse teams and fully recognises the benefits of this
- A person who builds strong formal and informal relationships with people right across the business, from all backgrounds and at different levels.

Empathy Award

Prioritize customer experience; think broadly and take decisive action

- Someone who listens to others and always takes their thoughts and opinions on board
- Someone who is willing to change their thinking after listening to others, no matter what their position in the business
- A person who communicates their thoughts and feelings in a positive and inspiring way
- An individual who thinks about others and tries to understand their perspective. What it's like to be in 'their shoes'

Imagination Award

Innovate through new ways of working and smart risk-taking to build competitive advantage

- A person who regularly demonstrates creative problem solving
- An individual who often takes a different approach when generating ideas
- Someone who encourages, seeks out, takes on board and provides credit to the ideas of others at all levels of the business
- Someone who you would always pitch an idea to as they would always listen and consider it
- A person who sees the value in experimenting with ideas

Empowerment Award

Develop talent through autonomy, trust, and resources – allow room for failure

- An individual who often delegates but then fully supports when required
- Someone who is happy to share relevant skills and knowledge to aid development
- A person who encourages learning from failures
- A person who sees and understands their limitations and personally develops themselves to improve