



## WOLWEDANS VALUES

### ➤ APPRECIATION AND MODERATION

Let us focus on the positive and not on the negative. We are not overbearing in our expectations, and make the best with what we have. We appreciate what Wolwedans gives us today, and understand how it can serve our needs in the long run. At Wolwedans the glass should always be half full instead of half empty.

### ➤ RESPECT AND CARE

We commit ourselves to care for our land, our people, and our company. As a team and as individuals we respect and look after our natural environment in a caring manner. We treat our fellow team members, our guests and the wider community with the respect they deserve. We are family and should show that we care. We always handle company property and equipment as if it were our own.

### ➤ HONESTY AND TRUST

Trust requires honesty. Being honest means admitting our mistakes, and owning up to our responsibilities. We don't take what is not ours, lie or spread rumours. We don't tolerate any form of dishonesty or criminal behaviour; it has no place at Wolwedans. We want a community where people can trust, and have confidence in each other.

### ➤ HARMONY AND PEACE

At Wolwedans we have said 'goodbye' long ago to confrontational and insensitive behaviour; be it amongst our team members or between the team and management, who also form part of the team. We take into consideration our fellow team members and guests in all we do. We try to see things from the other person's perspective, and solve 'issues' through communication, and by following the right procedures.

### ➤ FRIENDLINESS AND CHARM

Smile - It is the simplest way to make a good impression. We should not only be friendly and charming with our valued guests, but also when interacting with fellow team members and our wider community. We greet our guests and each other in a friendly manner and by name every day. Always try to be a good listener and show a genuine interest in others.



➤ **ETIQUETTE AND LANGUAGE**

We are ladies and gentlemen serving ladies and gentlemen. Speak, behave, dress and groom like a lady or a gentleman. We respect ourselves, take pride in who we are, and embrace good manners and etiquette. As an individual one always get treated according to the way you communicate, appear and conduct yourself.

➤ **ENTHUSIASM AND PASSION**

Love what you do, and you will do well. Unhappiness on the job kills enthusiasm; rather move on and find an alternative, which will ignite your passion and lead to personal success. Walking the extra mile is what gets you ahead in life. Wolwedans was built on passion, and will only survive if we are enthusiastic about what we do.

➤ **SERVICE AND CONSISTENCY**

Consistent guest service is what it is all about. Our guests are the most important visitors on our premises. They are not dependent on us - we are dependent on them. They are not an interruption on our work – they are the purpose of it. They are not outsiders in our business – they are part of it. We are not doing them a favour by serving them – they are doing us a favour by giving us an opportunity to do so. Bearing this in mind, we aim to deliver personalized, professional and consistent service and every individual should understand that they are a vital link in our service chain.

➤ **PROFESSIONALISM AND EXCELLENCE**

We take pride in our work and do things professionally. We don't take shortcuts. We do things right the first time, every time. Being professional means being organized and meticulous. It also means keeping our workplaces neat and tidy. So, no half jobs, no nonsense, no 'slapgat'. We aim to achieve excellence in all we do, big or small.

➤ **ACCOUNTABILITY AND RESPONSIBILITY**

We do not run a one man show. We work together as a team and depend on each other. We are only as strong as our weakest link. Being accountable means being reliable and taking responsibility for your actions. We all know what is expected from us. So, just do it and do not wait for someone to check up on you. Wolwedans and the team rely on you – don't disappoint them.



➤ **DISCIPLINE AND ORDER**

We all agree that we need discipline and adherence to rules. A country has laws, most companies have 'Rules and Regulations' we have our Standard Operating Procedures and Policies. There is a certain way we do and handle things at Wolwedans. Let us stick to the rules of the game. Let us adhere to our Policies.

➤ **BODY AND SOUL**

Mental and physical health is important to us - as members of the Wolwedans team and as individuals. Being fit makes you happy and efficient, being smart helps you to advance yourself. We exercise to become fit, play sport to have fun, and we never stop learning, to broaden our horizons. We commit to the Wolwedans Compass (fair, honest, positive, creative) and live our values at work, at home and in our community.

*"It is what we make out of what we have, not what we are given,  
that separates us from another" Nelson Mandela*

*"Let's determine that a thing can and shall be done,  
and then let's find the way" Abraham Lincoln*

*"Progress is carried forward by a series of dazzling visions" Victor Hugo*