



Mission Statement

The Studierendenwerk OstNiedersachsen offers students and universities in its area of responsibility a wide range of services. These create the framework for successful studying and working. We are committed to the social interests of students, the positive development of the locations we serve, the careful use of natural resources and the preservation of jobs in the Studentenwerk. To this end, we work together with students and universities in a spirit of partnership and trust. Our actions are guided above all by the interests of the students; in doing so, we keep the business success of our company in mind. We are guided by the following values:

Trust

We trust each other: as persons and in our functions. And we have confidence in acting for the good of the Studentenwerk. Trust brings about security and reliability in our dealings with each other. In an atmosphere of trust, it is easier to exchange ideas and make decisions. Trust is an important basis for many of our values: responsibility, loyalty, reliability, critical faculties, openness and courage.

Responsibility

We like people and enjoy working with them. We are aware of and accept the responsibility this entails. We take responsibility for our employees, for the tasks assigned to us, for the success and failure of the Studentenwerk and also for our environment. We stand by the consequences of our actions and show trust in our colleagues by giving them their own areas of responsibility.

Loyalty

We feel connected to the Studentenwerk and show this in our attitude towards our own employees, superiors and colleagues. The goals of the Studentenwerk are supported by everyone, and the common values are lived by and jointly represented both internally and externally.

Social awareness

We do not only act according to economic criteria. We see the Studentenwerk as a whole and the individual actors in their social environment. This applies especially to the students and our staff. We are sensitive to our own prejudices and stand up against any form of discrimination in our daily activities.

Reliability

We stand by decisions and stick to agreements. We plan with a view to later implementation, monitor our actions and meet deadlines. All employees do what they say and say what they do.

Fairness

We abide by established rules and agreements. These apply equally to everyone and everyone has the same opportunities within the scope of their tasks. We make decisions independently of personal preferences and always listen to both sides in case of conflicts. Our worklife is based on an honest attitude.

Respect

We respect each other's tasks, positions and functions and perceive each other as equals in our individuality. Our dealings are characterised by appreciation, attentiveness and consideration.

Critical faculties

We consider and question our own and others' views from different perspectives. We formulate suggestions for improvement or praise in a direct and understandable way and accept them. We separate the factual from the emotional. This enables us to develop a culture of appreciation and criticism that is effective at all levels of the Studentenwerk.

Openness

We are open to new things, want to remain curious and are able to listen attentively. We are open to other opinions, cultures and lifestyles as well as to concerns, needs, matters and suggestions. In an atmosphere of openness, there is a willingness to express and/or engage with unusual opinions and new ideas. This is the basis for well-functioning teamwork.

Courage

We take on challenges and make decisions. In doing so, we are prepared to take calculable risks and to face even unpleasant situations. We have the courage to question the status quo - including our own decisions - to go new ways or to stick to the tried and tested. We encourage others to accompany us.

We want all employees to live these values together and to be role models for each other. The success of our company is based on this foundation of values as well as on the four pillars of quality management, human resources development, communication and economic efficiency.