



We Live Our Code of Values by...

## **Respect**

- Treating others as we would like to be treated.
- Listening with the intent to understand what is being said and acknowledging that what is being said is important to the speaker.
- Responding in a timely fashion.
- Speaking calmly, and respectfully, without profanity or sarcasm.
- Acknowledging everyone as right from their own perspective.

## **Integrity**

- Making only agreements we are willing, able and intend to keep.
- Communicating any potentially broken agreements at the first appropriate opportunity to all parties concerned.
- Looking to the system for correction and proposing all possible solutions if something is not working.
- Operating in a responsible manner: "above the line".
- Communicating honestly and with purpose.
- Asking clarifying questions if we disagree or do not understand.
- Never saying anything about anyone that we would not say to him or her.

## **Customer Focus**

- Continuously striving to maximize internal and external customer loyalty.
- Making our best effort to understand and appreciate the customer's needs in every situation.

## **Having Fun in the Process**