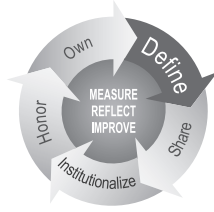




Define Core Values

# 1 Family	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Support employee family activities ▪ Are flexible with emergencies/illness/family commitments ▪ Welcome kids in the office if there are daycare issues ▪ Encourage healthy habits ▪ Come together and work together ▪ Communicate ▪ Try to understand differences ▪ Put our family first – every day ▪ Treat others as we want and expect to be treated ▪ Allow time off with sick kids ▪ Are very generous with time off for personal reasons like soccer, ballet, visitors ▪ Allow paid time off for family death ▪ Are able to bring our positive work environment home with us ▪ Address situations in a positive light ▪ Look out for each other and find then if a family member calls ▪ Are caring and considerate of others' situations ▪ Are willing to help ▪ Support our children's fundraisers. ▪ Understand people have bad days because of personal or family problems ▪ Treat others as though they are our family. ▪ Just as families have disagreements and have to work through issues, we are successful in doing so 	<p>We DON'T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Sacrifice family time ▪ Routinely require weekend work ▪ Punish employees for family issues that may affect work ▪ Work individually ▪ Don't get along ▪ Don't accept each other for who they are ▪ Only think of ourselves ▪ Keep things bottled up and don't discuss ▪ Are selfish or uncaring ▪ Raise the billable goal on staff so work cuts too much into their family/vacation time and may burn them out ▪ Throw others to the curb as opposed to offering support. ▪ Say hurtful things or don't use appropriate communication skills ▪ Fail to communicate with empathy



Define Core Values

# 2 Honesty/Truthfulness	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Admit mistakes ▪ Tell others, both internally and externally, the bad news ▪ Keep our word ▪ Communicate promptly ▪ Give an honest opinion ▪ Are honest with ourselves ▪ Tell the truth ▪ Accept responsibility ▪ Address individual problems with the individual ▪ Ask someone if you don't know how to do a task ▪ Are able to address individuals in an honest but professional manner ▪ Communicate with the source and not the entire staff. Solve the problem where it started. ▪ Are true to ourselves. ▪ Are able to say that our actions are consistent with our words ▪ Let a supervisor or co-worker know of a mistake and find way to fix it ▪ Realize our own weaknesses and see how our feelings or problems affect conflicting situations 	<p>We DON'T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Ignore responsibilities ▪ Pass the buck ▪ Bury problems ▪ Lie, cheat or steal ▪ Are two-faced ▪ Give lip service, telling people what they want to hear instead of the truth ▪ Have hidden agendas ▪ Steal food ▪ Waste time ▪ Browse the internet on company time ▪ Cover up mistakes ▪ Tell someone what they want to hear instead of the truth ▪ Fail to address the problems ▪ Are honest in a rude way. ▪ Hide behind excuses. ▪ Blame others ▪ Say "He's not here right now" and he is here ▪ Do not do what we are supposed to do ▪ Blame a co-worker for our mistake. ▪ Ask staff to tell white lies on our behalf ▪ Lie to ourselves about what the real problem is or about our involvement in a problem



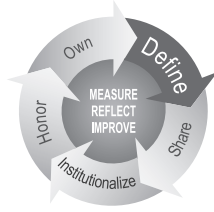
Define Core Values

# 3 Integrity/Accountability	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Do what we say we are going to do when we say you we going to do it ▪ Treat others as we want to be treated ▪ Live the philosophy we preach ▪ Keep confidences ▪ Maintain confidentiality with sensitive organization information ▪ Complete work tasks thoroughly – no short cuts ▪ Are punctual ▪ Say what we do and do what we say ▪ Are responsible and professional ▪ Are accountable as an individual and as a group ▪ Own our mistake and fix it and don't blame others to take the heat off ourselves ▪ Are part of a team and are be responsible for our own actions ▪ Producing our best product ▪ Meet our goals. ▪ Own up to mistakes ▪ Communicate when we are leaving work and returning 	<p>We DON'T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Pay lip service to rules and commitments ▪ Make false promises ▪ Make excuses ▪ Gossip and spread rumors ▪ Engage in drama ▪ Say "I'll try" ▪ Divulge sensitive information ▪ Give less than we take ▪ Don't care ▪ Only look out for ourselves ▪ Blame others for our failure ▪ Undermine others' efforts ▪ Expect others to cover for us ▪ Do not put forth our best effort to deliver the best product. ▪ Transfer or assign blame



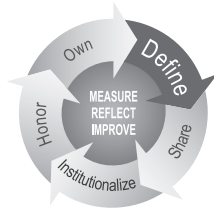
Define Core Values

#4 Commitment	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Follow up ▪ Persevere ▪ Keep our word ▪ Go beyond the minimum ▪ Support our fellow employee ▪ Take responsibility ▪ Prepare and plan ▪ Look within and improve ourselves ▪ Keep contemporaneous time ▪ Help each other reach our goals ▪ Have good attendance ▪ Do our job ▪ Finish what we start ▪ Focus ▪ Stay late to help others ▪ Commit to achieving our work ▪ Have a positive attitude ▪ Work together ▪ Willingly give more than our share ▪ Are reliable / dependable ▪ Do what we say we are going to do ▪ Stay on a project or at work until the job is done ▪ Come to work from 8-5 or make up our time ▪ Hang in for the long haul, regardless of whether things get tough. ▪ Work towards exceeding the organization's goals 	<p>We DON'T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Pass the buck ▪ Place the blame ▪ Look for ways to get out of doing things ▪ Ignore issues ▪ Don't work together as a team ▪ Fail to come to work ▪ Worry about other people and their doings ▪ Slack ▪ Fail to volunteer to help someone under a deadline ▪ Fail to work together ▪ Lose focus or get burned out. ▪ Wander – mentally or physically ▪ Try to get off easy by not fulfilling all areas of need for the organization ▪ Don't think of others and are not supportive of each other and the organization's success



Define Core Values

#5 Service	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Are responsive – i.e., return phone calls within 24 hours ▪ Show proactive attentiveness – detail, continuous contact with clients ▪ Show consistency ▪ Exceed expectations ▪ Give cheerful assistance ▪ Communicate ▪ Demonstrate timeliness ▪ Hold clients in high esteem ▪ Think before we speak and write ▪ Show diplomacy ▪ Have a good attitude with clients ▪ Respect clients ▪ Help to accomplish a task ▪ Organize our work and are prepared for our clients ▪ Help others even if it is not in our job description ▪ Honor our clients’ expectations ▪ Do quality work ▪ Work toward something bigger than ourselves ▪ Put clients at top of list under family ▪ Take pride in our work to make it a quality product ▪ Focus our energy on what we are here for – working for our clients. ▪ Get involved in community service activities for purpose of building relationships ▪ Pitch in and help other team members when needed 	<p>We DON’T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Have illegitimate absences ▪ Show disrespect to others ▪ Show lack of discretion ▪ Fail to keep in contact with clients ▪ Treat others unkindly ▪ Ignore others’ concerns ▪ Are lazy or slacking ▪ Ignore the requests of our clients ▪ Act like we don’t like our job or our teammates ▪ Don’t help others at the organization ▪ Sweep a mistake under the rug ▪ Whine and complain ▪ Fail to meet expectations ▪ Expect others to pick up our slack when our slack is not justifiable ▪ Fail to do a good job ▪ Treat this job as just a paycheck ▪ Hurry through tasks just to check them off the list ▪ Spend time doing other things during the work day ▪ Cut corners and miss steps in the process, resulting in less than perfect product



Define Core Values

Loyalty to the Organization	
<p>We DO demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Maintain confidentiality ▪ Are a team player and help others ▪ Accept additional responsibilities ▪ Treat others with respect ▪ Step up when needed, even if we lack experience ▪ Speak up when we witness a problem ▪ Hard work and are dedicated ▪ Do what is expected of us ▪ Support each other both professionally and personally ▪ Show willingness to work and help others ▪ Put aside personal feelings to accomplish a goal ▪ Want the best for each other and our organization ▪ Fulfill your job duties ▪ Keep organization secrets, business or problems within the organization ▪ Come to work, absent true illness, emergency, or planned vacation ▪ Make the goals of the organization a priority – as though we have a personal stake in its success 	<p>We DON'T demonstrate this value when we:</p> <ul style="list-style-type: none"> ▪ Let the organization or co-workers down by unexcused absences ▪ Let the organization or co-workers down by failing to meet responsibilities ▪ Throw others under the bus ▪ Treat people with disrespect ▪ Gossip or back stab ▪ Post negative statements on Facebook or the Internet ▪ Don't care ▪ Slack in our work ▪ Act as an individual instead of a team ▪ Fail to be honest ▪ Speak badly about our co-workers to others ▪ Betray our organization and our mission ▪ Fail to be protective of each other in and out of work ▪ Fail to perform our job ▪ Do not share the common morals of the organization, both at the organization and outside of the organization ▪ Say negative things to people outside the organization / in public. ▪ Call in sick for a false reason ▪ Leave work without telling manager where we are going ▪ Have the attitude that this is just a job