VALUES

Values-Based Behavior Standards

TRUST

- Be honest with your words and actions
- Perform your work in a way that creates confidence and reliability with colleagues and customers
- Consistently hold yourself accountable to do the moral and right thing
- Delegate tasks without micromanaging

RESPECT

- Treat customers and each other in a way that preserves their dignity
- Actively listen to the concerns and opinions of others even when they are different from your own
- Be empathetic; show care and consideration
- Respect differences
- Honor confidentiality and privacy
- Stop gossip; resolve conflicts professionally
- Value the knowledge and skills of colleagues

ACCOUNTABILITY

- Take personal ownership of your work and results
- Work to meet or exceed expectations and goals
- Acknowledge and correct mistakes in a timely manner
- Suggest a resolution when identifying problems

INTEGRITY

- Make moral and ethical decisions even when no one is watching
- Hold yourself to the same professional standards as you would demand of others
- Work to build trust and respect with customers and colleagues
- Follow through on commitments

TEAMWORK

- Work collaboratively with colleagues to achieve the vision of the organization
- Create inclusion by leveraging the strengths of each individual to achieve team goals
- Share ideas constructively
- Offer to assist/support others where needed
- Reward and recognize others for a job well done
- Assume good intentions in your interactions with others

SAFETY

- Train to perform tasks in a way that reduces personal risk; wear personal protective equipment
- Perform tasks in a way that minimizes harm or injury to customers and colleagues
- Recognize and correct unsafe behaviors
- Create an environment that promotes physical and emotional wellness and safety
- Always use the right equipment for the right job

PERSEVERANCE

- Continue to move forward even when you face obstacles
- Work with your leader and colleagues to find solutions to challenges
- Be resilient; do all that is possible to ensure the best outcomes

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