

## STANDARDS OF EXCELLENCE FOR STAFF

We are committed to creating and maintaining a culture of **service** by exceeding the expectations of our affiliates and our co-workers in a helpful and courteous manner. The following standards of excellence support that commitment.

### QUALITY

We strive to do things right the first time and continually look for ways to improve.

### INTEGRITY

We perform our jobs in an ethical manner, with honesty, sincerity and respect for others.

### DIVERSITY

We are each responsible for creating and maintaining a culture that values the unique skills, viewpoints, characteristics, experiences and backgrounds of our affiliates and co-workers.

### RESPONSIBILITY

We do what we say we are going to do and take ownership of our work and our behavior.

### TIMELINESS

We promptly respond to affiliates because they are our highest priority; we meet or exceed all deadlines and help our co-workers do the same.

### PROFESSIONALISM

We consistently demonstrate behavior that is worth emulating and reflects well on the organization.

### TEAMWORK

We work and communicate effectively with others to get the job done and to bring out the best in each other and the organization.

### INNOVATION

We continually search for the best ways to respond to our affiliates' needs.

### FISCAL RESPONSIBILITY

We use our resources wisely and efficiently to achieve our goals.

### DEVELOPMENT

We are dedicated to enhancing our professional and personal knowledge and skills and to assisting our co-workers in their development efforts.

Commitment to these Standards of Excellence results in enhanced service to our affiliates, improved productivity, a unified staff and individual growth.