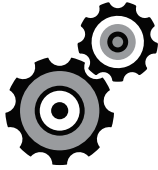


OUR **VALUES**-BASED CULTURE



BEYOND SERVICE

create and deliver positive defining moments

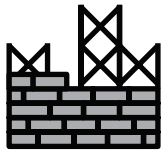
- Deliver excellence in all we do
 - Anticipate the needs of each individual and respond with a generous heart
 - Invest in the well-being and success of *all* by going the extra mile
 - Be solution-oriented, create the pathway to a win-win resolution
-



KINDHEARTED

exceed expectations with a kind heart, helping hands and a positive attitude

- Listen first to understand
 - Treat all consistently with compassion, respect and fairness
 - Acknowledge each other with courtesy
 - Respond rather than react
-



INTEGRITY

be honorable and trustworthy even when no-one is looking

- Be honest regardless of the consequences
 - Honor commitments
 - Make ethical choices in all situations
 - Be transparent in your purpose, expectations and actions
 - Protect and conserve institutional resources
-



ONE TEAM

unite and include diverse perspectives to achieve our mission

- Empower and energize one another to create positive growth
 - Communicate openly to promote collaboration
 - Hold ourselves and each other accountable by giving and accepting constructive feedback
 - Foster a fun and healthy environment that encourages team spirit
 - Recognize and celebrate contributions and achievements
-



VISIONARY

nurture innovative ideas, bold explorations, and fearless champions

- Encourage and support appropriate risk taking embracing a pioneering spirit
 - Be resilient and confident when faced with challenges
 - Inspire continuous curiosity
 - Demonstrate commitment to life-long learning and personal development
-