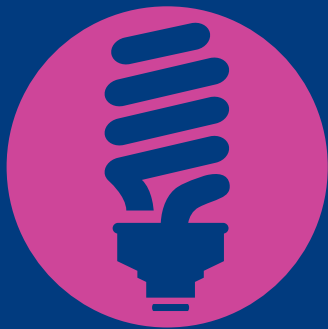


# GUIDING PRINCIPLES



## **OWN IT.**

Everything starts with awareness. If you see a problem or issue, make it your problem to solve or report.



## **MAKE AN IMPACT.**

Every action, every decision, and every moment—big or small—makes a difference.



## **DELIGHT OUR CUSTOMERS.**

Customer satisfaction is our strongest measure of success.



## **“YES” BEFORE “NO”.**

Be committed to finding a solution. A “yes” mindset opens endless options.



## **RESPOND WITH URGENCY.**

Outcomes matter. Don't remain idle—act now without delay and deliver remarkable results.