



## Our 9.1 Core Values

### 1. Quality Means Everything

Without great quality, it does not matter what something costs, it's not worth it. Quality is delivered to our customers in everything we do, every time we do it.

### 2. Make Good Choices

With great freedom comes great responsibility. We trust in each other to do the right thing for the right reasons. Work and live by example with a pride in how you do what you do.

### 3. Be a Student of Your Life

Life presents us with great opportunities to learn each and every day. . . Take advantage of them! Always be learning and always be teaching others both at work and in life.

### 4. Thrive Through Innovation

Never accept the way it's being done as the only way. Constantly look for ways to improve everything we do for our customers and our tribe. Radically different. Radically better.

### 5. Think Like an Owner

You have a stake in the outcome of our success. Make decisions about what is best for our company. Be financially savvy, understand our business and what drives success.

### 6. Be a Go-To Person

Our customers and callers rely on us for the job we do. Be somebody that they can count on all the time, every time.

### 7. Be Yourself and Speak Openly

Our company is the sum of our personalities. We hired you for you, so be yourself. We value you and what you have to contribute. Speak up, we want to hear it! You are empowered!!

### 8. Smile

Have fun. . . life is short. Enjoy what you do and have a good time doing it. Smile all the time, it makes the day go by quicker and it makes customers like you!

### 9. Be a Tribe

We are a team who is invested in each other and each other's success. We do our best work together and we win as a team.

**9.1 PROCESS STUFF ROCKS!**