

## **We Commit to Excellence**

### **TEAMWORK** Work collaboratively to achieve our common goals:

- Clarify mutual understanding
- Include the expertise and strengths of others
- Inform others on the status of work that might affect them
- Share information and communicate decisions
- Support others

### **RESPECT** Treat oneself and others with dignity and trust, valuing diversity and expertise:

- Listen to truly hear another's opinions and ideas
- Recognize, praise and acknowledge others
- Demonstrate trust in other's abilities
- Be empathetic
- Be professional and punctual

### **INTEGRITY** Honour our commitments and take responsibility for our actions:

- Deliver the highest level of quality service
- Competently complete our job responsibilities and requests
- Offer and welcome feedback
- Work transparently and meet deadlines
- Be accountable

### **INNOVATION** Encourage and embrace creative ideas in a supportive environment:

- Think towards the future
- Keep an open mind regarding new ideas and change
- Accept risks and their outcomes as learning opportunities