

COMPANY PLEDGE FOR A WINNING TEAM

1) RESPECTFUL ATTITUDE

Our company realizes the valuable contribution made by every member of our team. For our company to be strong, and a great place to work, every member of the team must be respected and appreciated.

We respect our colleagues that we work with, our customers whom we serve, and our suppliers who provide and help us serve our customers.

We are thankful to live in a free country where we can create, serve and enjoy the fruit of our labors. Our "attitude of gratitude" reminds us to be grateful for what we have instead of whining and complaining for what we don't have.

Our company uses "The Golden Rule" as a guideline for our attitudes, words and actions: "Do Unto Others As You Would Have Them Do Unto You."

2) RESPECTFUL WORDS

The Golden Rule will guide our words

- 1 We use kind and encouraging words that build our colleagues and customers up—not cursing, rude or disrespectful words that tear others down.
- 2 We remember the power of saying "please" and "thank you" and "excuse me" and the need for a sincere apology if we hurt or offend someone
- 3 We won't talk back, whine or complain when asked to do something but rather we will do it with a good attitude and try to do more than we are asked to do—by going the "extra mile."
- 4 When we have ideas on how to do something better or more efficiently, we offer our constructive ideas, rather than being critical.
- 5 We encourage our colleagues and applaud their successes!
- 6 We don't say negative things about other companies—but rather strive to provide the best service for our customers

3) RESPECTFUL ACTIONS

The Golden Rule will Guide our Actions

- 1 We will arrive at work with a positive mental and emotional attitude, prepared to work hard and to do our best.
- 2 We will greet our co-workers and customers with a smile and a sincere and caring attitude.
- 3 We will do our best to remember our customers' names and listen attentively to find out their needs and how our company can best serve them.
- 4 We will welcome customers from every cultural background—and make them feel like an honored guest—even learning to say "Hi!" in their language.
- 5 We will go the extra mile to serve our customers and work hard to earn their business.
- 6 We will always tell the truth and live with integrity, honesty and fairness.
- 7 We will have self control of our words and actions both at work and in the community.
- 8 We respect ourselves, and realize that to be effective and at our peak at work we need to take care of our health. We will strive to keep our mind and body in good physical condition through exercise, healthy food and sufficient rest. We will not harm our body by taking drugs or alcohol nor harm our mind by viewing inappropriate material in the media.
- 9 We realize our personal life affects our professional life, so we will strive to serve our families and keep them happy and strong.
- 10 We will work as a team to be successful—knowing that every member of the company is an integral part—no one is more important or less important.

We are proud of our company, and will represent our company with pride and integrity.