



CORE VALUES

▶ **OUR PEOPLE**

Our people come first. We respect the individual and believe that individuals who are treated with respect and given responsibility respond by giving their best.

▶ **INTEGRITY**

We require complete honesty and integrity in everything we do. We will conduct our business according to the highest ethical standards.

▶ **CUSTOMER FOCUSED**

Our success is linked to the success of our customers. We anticipate, understand and focus on our customers' needs. We never say no without offering solutions. Long-term relationships are essential to our success.

▶ **COMMITMENT**

We make commitments with care and then live up to them. Never commit to anything without following through.

▶ **TEAMWORK**

We are a team, we are a family. Find solutions, not fault. Business is a team sport; we will only win as a team. We are believers in the Golden Rule and we will strive to be courteous as well as fair and compassionate.

▶ **HARD WORK**

We insist on giving our best effort in everything we do. Furthermore, we see a huge difference between "good mistakes" (best effort, poor result) and "bad mistakes" (sloppiness and lack of effort).

▶ **RESPONSIVENESS**

We feel a sense of urgency on any matters related to our customers and employees. We take ownership in our problems and we always respond with a sense of urgency.

▶ **CHALLENGE**

We love to compete and we believe that competition brings out the best in us. Challenge the company, as well as yourself, to change and improve.

▶ **FUN**

Work is an important part of your life and it should be fun. If it is not fun, find out why and adjust what you can. Give us an opportunity to adjust what we can. If that fails then make a change.

▶ **CULTURE**

Clarity in understanding our core values, culture, goals, and what we expect from each other is critical to our success.

President / Owner
Joseph Muench

