

# OUR EMPLOYEE PROMISE

- To live our Core Business Principles and Cultural Elements.
- To set the bar high for our commitments.
- To empower employees to make a lasting difference.
- To share information as often as we can.
- To collaborate and work together to solve challenges.
- To provide feedback to strengthen us all.
- To be honest and sincere in all of our conversations.
- To continually learn and develop so we're always improving.
- To create a diverse, inclusive culture that welcomes everyone.



# OUR CANDIDATE PROMISE

- **We will** be respectful and professional in our interactions with you.
- **We will** correspond with you in a timely manner.
- **We will** provide you with details on the position and what sets us apart from other employers.
- **We will** listen and understand your career interests to help you decide if you are interested in our opportunity.
- **We will** answer your questions to the best of our abilities.
- **We will** provide you with all relevant information prior to an interview.
- **We will** inform you of the decision making process and timeline.
- **We will** meet our agreed-upon time commitments for your interview.
- **We will** provide feedback resulting from the interview process two business days after your interview completion.



# OUR 5 CULTURAL ELEMENTS

- **Putting customers first** – always doing the right things for our customers.
- **Bias for action** – getting the job done.
- **Fast failures** – when we fail, we fail quickly and immediately move forward with lessons learned.
- **Innovation and breaking paradigms** – this is why we exist as a company.
- **Creating sustainable results** – we create balanced results that last over time.

