



Corporate Culture

Key Principles

- Customers always have priority
- We communicate openly and in a constructive manner
- Loyalty and corporate social responsibility are core
- We learn from mistakes
- First serve, then earn
- We cultivate an atmosphere of trust

Leadership

- We lead by setting the example
- We challenge and support our employees
- We encourage individual development
- We cultivate team spirit
- We give recognition

People

- We are modest
- We live up to our convictions
- We never give up
- We work well together and are friendly to each other
- We put common-interest before self-interest
- We encourage diversity

Priorities

- What we do is important to our customers
- We follow proven methodologies consistently
- Evolution not revolution
- Solving problems at their source
- We trust people with responsibility

