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# *Core Values at HomePointe*

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## **Service Orientation**

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- We aim to have service that satisfies all our clients
- Conduct our work in a way that conveys genuine caring
- Treat all with patience and consideration
- Treat others the way you wish to be treated
- Deal with conflict and change calmly

## **Safety**

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- Report all unsafe conditions or equipment immediately
- Report all incidents, injuries, illnesses or near misses immediately
- Be aware of your surroundings
- Use your tools, follow your training, and never do anything to compromise safety

## **Maximize Return on Investment**

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- Be proactive about issues and problems
- Encourage original ideas that can be discussed openly
- Share and apply knowledge, skills and information openly in the workplace
- Be a good steward of your resources
- See the big picture

## **Accountability and Integrity**

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- Maintain high standards of professional ethics
- Arrive to work on time, ready and motivated
- Value the management and reporting structure when voicing concerns
- Take responsibility for your own actions/behaviors and hold others accountable as well
- Comply with all laws, policies, and procedures related to job function
- Use discretion in how and to whom communication is made

## **Quality**

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- Exhibit a sense of pride of ownership in HomePointe's mission and work quality
- Contribute to Company's mission to provide a quality living experience
- Work is careful, exact, and free of errors to the extent possible
- Works is completed by designated deadlines

## **Rewarding Work Environment**

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- Build relationships based on trust and honesty
- Offer support and guidance in a cooperative and flexible manner
- Recognize each other's efforts
- Engage in and encourage open honest communication
- Listen to learn and understand
- Honor your commitments