



# We are ACTION

## CORE PURPOSE HELPING PEOPLE SUCCEED

### CORE VALUES

#### COMMITMENT TO CUSTOMER SATISFACTION

Every team member is first in customer service. We will go the extra mile to deliver truly remarkable experiences to customers and make each customer feel they are the most important customer.

#### GRIT

We are determined to **MAKE IT HAPPEN** when others would give up, to push through difficult challenges and overcome obstacles to find a way. We have the persistence to keep going and we do not quit.

#### OPPORTUNITY

We all have the opportunity to expand our roles on the team. Our individual effort to grow and develop will expand our horizons.

#### INTEGRITY

Our actions and decisions are guided by our integrity to do the right thing, at all times.

#### TEAM

We are committed to honoring our team. This is our team. We respect the team, support the team and defend the team. WE are the team.

### 2030 VISION

We have evolved from Jan/San "PRODUCT DISTRIBUTOR" fighting for attention in a marketplace crowded with similar options to an innovative organization known for our unique solutions valued by the customers we serve for their contributions to organizational success.

We lead by creating new opportunities for growth and geographic expansion with continual new innovations.

We are a team committed to upholding our core beliefs to achieve the common goals that sustain our organizational health and stimulate our continued progress.

We are a team of over 1000 team members consistently recognized as a "Best places to work" organization.

Our total annual revenues exceed \$500 million.

## VALUES IN ACTION

1. Deliver exceptional customer experiences
2. Maintain a positive attitude
3. Assume positive intent
4. Go the extra mile
5. Act with a sense of urgency
6. Leave no stone unturned
7. Be fanatical about response time
8. Do what you say, follow-up and follow through
9. Be on time
10. Take responsibility
11. Ask WHY?
12. Seek first to understand, then to be understood
13. Listen
14. Share information, communicate
15. Seek continuous improvement
16. Make little things matter
17. Be flexible
18. Be helpful
19. Be humble

**ACTION! *speaks louder than words***