



## **Anchor Principles and Guidelines**

**Integrity** – We have integrity with all our fellow associates, subordinates and peers, as well as customers and suppliers. This includes never using half truths, partials truths or misleading statements.

**Teamwork** – We work in teams that include fellow associates, customers and suppliers. All members of the team are kept informed. Everyone is responsible. “Not my job” is not spoken here. Everyone is responsible for everyone else. We are dependent on one another to get the job done and we will not let our fellow associates down. Asking for assistance and utilizing all of our resources is encouraged.

**Respect** – All associates, customers and suppliers are treated with respect. Safety and an associate’s well being are very important. We keep a safe and clean work environment. We speak positively about our customers, fellow associates, and the parts we sell.

**Accountability** – All associates are accountable for themselves and the associates they manage. This includes meeting deadlines and targets. Each of us is responsible for the financial health of the organization, which means we will comply with a customer’s request but make sure that if there is a cost involved we consciously decide whether or not to pass it on to the customer.

**Solving Problems** – We strive daily to improve processes and ourselves and we make sure we align our personal goals and the organization’s goals. We look at processes, not the individual, if we need to address a problem. We believe every problem can be solved. We are flexible. The best solution is the one that is cost effective and safe using simple changes to procedures and processes as well as technology.