

Public Works Values Integration

Pilot Project

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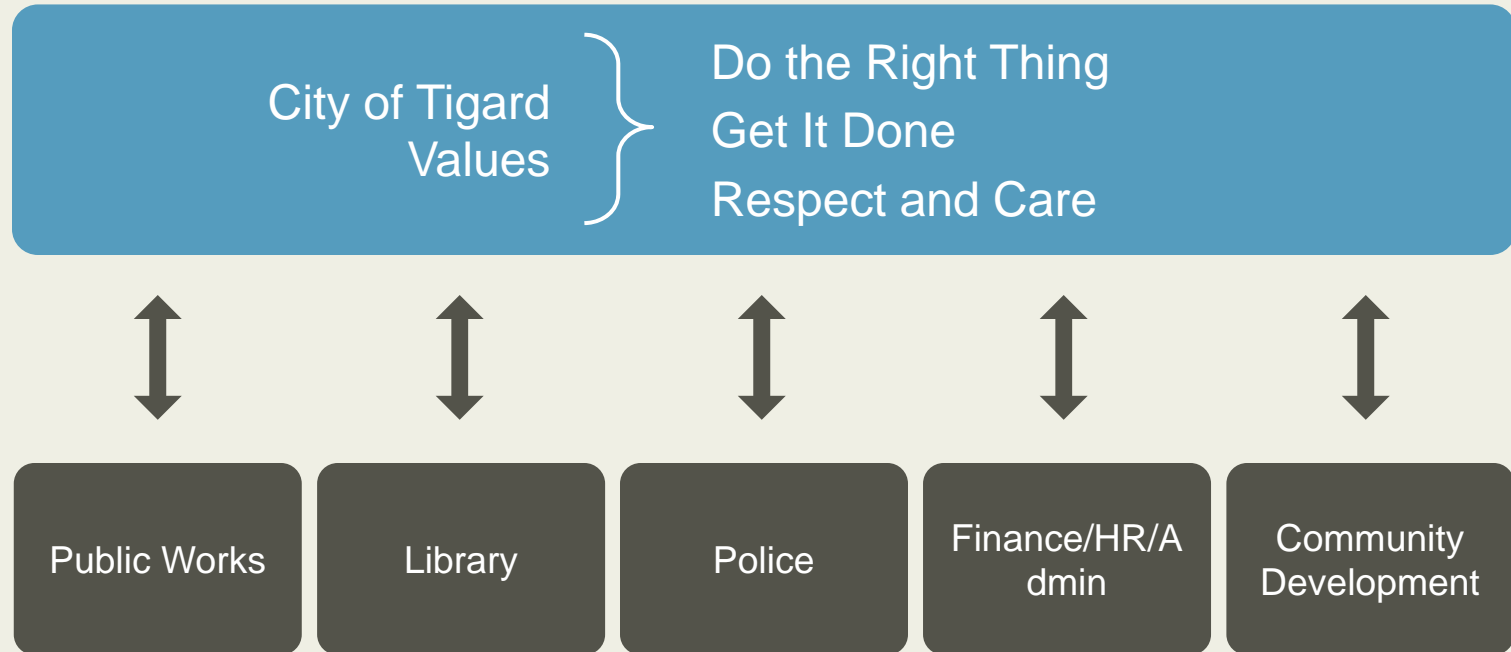
Coraggio Group

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BEHAVIORS THAT REFLECT THE VALUES

GET IT DONE

We will focus on Solutions—not excuses.

That means:

- If we see a problem we will “own” it until we take care of it or until we can find the right person to handle it
- We will find opportunities to say “yes” versus no
- We will be proactive, rather than waiting for something to become a problem
- We will look for options and alternative ways to solve problems

DO THE RIGHT THING

We will go the extra mile to exceed people’s expectations.

- That means:
- We will meet or beat deadlines
- Establish clear expectations and timelines so that there are no misunderstandings
- Offer to help when we see the need
- Keep people informed of progress and steps to completion

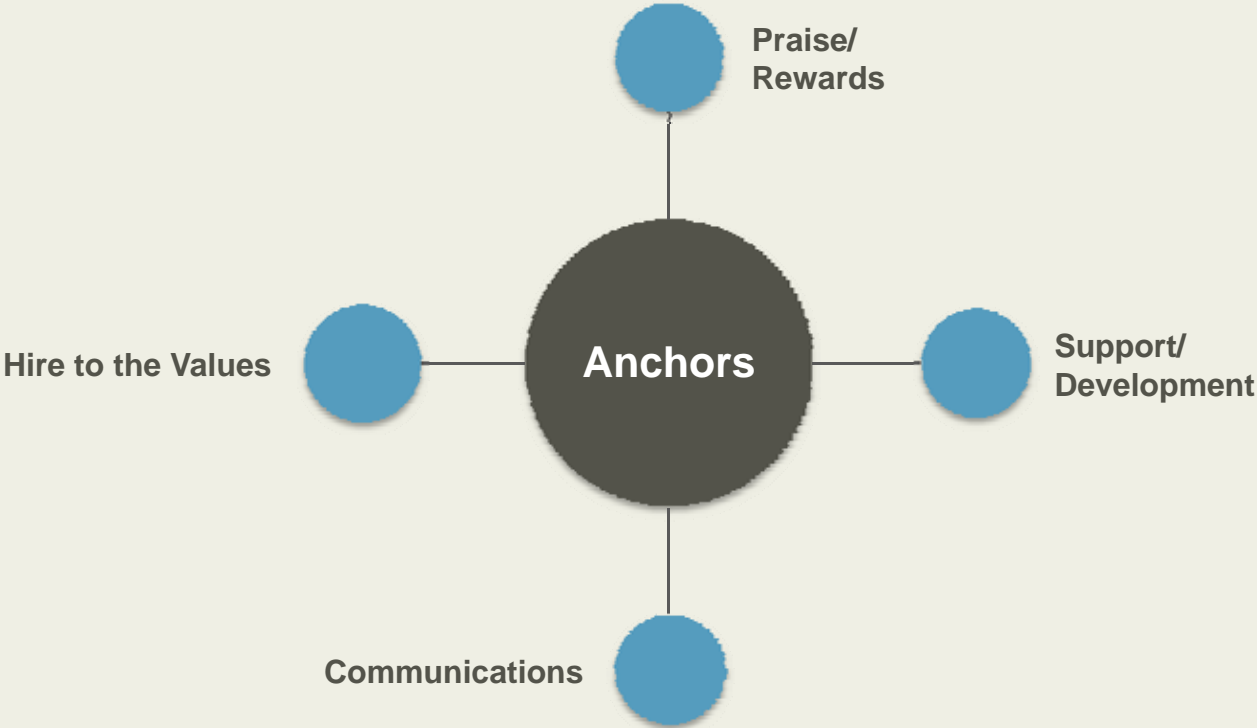
RESPECT AND CARE

We will treat people well.

- That means:
- Welcoming suggestions and diverse points of view
- Greeting each other and the customers with a smile and a friendly tone
- Trusting people and treating them with respect
- Saying thank you

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