



# A Shared Common Set of Principles

Developed by STEO Staff on March 6, 2013

## Customer Service

*Our Customer Service promises to deliver;*

- Customer-focused service
- A welcoming, caring and open-minded environment
- Equality and fairness to all customers
- Clear, accessible and honest communication by knowledgeable employees
- Responses in a respectful and timely manner, ensuring we listen to customer feedback
- Quality, safety-minded and adaptable solutions

## Teamwork

*We achieve effective Teamwork through;*

- Understanding expectations, a clarity and meeting of objectives
- Strong effective communications
- Ensuring team members reach their highest potential
- Valuing and accepting each other's opinions and differences
- A high level of engagement and involvement in the organizational culture
- Shared common processes to achieve objectives
- Understanding strengths and weaknesses of the team and the capacity to adapt to change
- Offering innovative and creative solutions and tools to implement them
- An environment of FUN!