

# OUR CULTURE



# Bergstrom®

We want to build a culture of **Trust and Integrity**. In this culture, our employees can be:

**OPTIMISTIC** – We can solve any problem or overcome any obstacle together.

**AUTHENTIC** – We will “Walk the Talk” – put our words into action. Support agreed upon strategies and decisions

**FOCUSED** – We will drive action on the most important issues and not waste resources on items not mission critical.

**DECISIVE** – People are our most valuable asset. We embrace the value of differing opinions and ideas. We will empower all to make decisions, requiring both leaders and employees to act in a timely manner.

In support of this culture, we will be ethical, data driven, business process oriented and promote continuous improvement.

**TOGETHER WE WILL SUCCEED!**

## ATTITUDE

WE PRACTICE A POSITIVE, HELPFUL, WINNING ATTITUDE.

## RESPECT

WE TREAT EVERYONE WITH RESPECT, HONESTY, DIGNITY AND COURTESY.

- We recognize that the uniqueness and diversity of our team members make us stronger.
- We encourage and respect breaking away from familiar ways of thinking and acting.
- We look for ways to encourage and praise others for their accomplishments.
- We may disagree with ideas to find the best solutions to problems, but we do not criticize people.
- Use of vulgar, profane or abusive language is not acceptable in any form.

## INTEGRITY

WE DO WHAT WE SAY WE WILL DO.

- We make only commitments we will keep.
- We do not fail to deliver, whether to our team members, to our customers, or to ourselves.
- We do the right thing, in the right way, at the right time.

## TEAMWORK

OUR SUCCESS DEPENDS ON EVERYONE'S PERFORMANCE; WE ARE IN THIS TOGETHER.

- We confront issues together.
- We help people with difficulties without being asked.
- We disagree constructively and not vindictively in separate conversations.
- Once a decision is made, we draw together to support it.
- We win and lose together – as a team.
- We do not get our own results at the expense of our colleagues.

## COMMUNICATION

WE WILL ACQUIRE AND PROVIDE THE INFORMATION NEEDED TO PERFORM OUR ROLES MASTERFULLY.

- We say what we mean and mean what we say.
- We create a record of all important communications.
- Confidential information remains confidential and is shared on a “need to know” basis.
- We resist communication that detracts from the mission.

## INNOVATION

WE WILL CONTINUOUSLY REINVENT A BETTER WAY OF DOING WHAT WE DO.

- We look for improvements in all areas of the company to become the best.
- We do not passively accept things as they are.

## PERFORMANCE

WE BELIEVE THAT EVERY PERSON CAN PERFORM IN AN EXTRAORDINARY WAY.

- We are accountable for our actions and for meeting the needs of our customers.
- We set and achieve performance and learning goals.
- We are always working towards mastery of our role.
- We practice discipline in all that we do, including attendance, timeliness of work, quality of work, output, and maintenance of a clean and well-organized work area.

## REPUTATION

WE WILL MAINTAIN BERGSTROM'S INTEGRITY AND REPUTATION THROUGH BEHAVIOR THAT IS PERFORMANCE-DRIVEN, COURTEOUS, RESPECTFUL, PROFESSIONAL, AND ETHICAL.