

Six Fundamental **PRECEPTS**

Autonomy & Entrepreneurship

Provide employees with levels of authority based on their responsibilities, then empower them to make decisions and resolve problems as close as possible to the point of client contact.

Bias for Action

Analyze tasks, reach decisions and implement solutions as soon as possible. Challenge all assumptions and strive continuously for improvement. Be accessible, responsible and decisive. Take ownership of all problems and accept all challenges.

Customer-Oriented & Motivated

Offer clients meaningful, customized products and services, the expertise and passion for finding solutions to customers' problems, and the desire to establish long-term business relationships based on a mutual exchange of value.

Minimize Bureaucracy

Maintain a lean management structure in which performance, productivity and problem resolution are the priorities, as well as the basis, for success and achievement.

Employee Ownership

Encourage employee ownership of company stock to strengthen employee commitment and ensure a common purpose among shareholders, management and employees.

Highest Standard of Conduct

Adhere to all related laws, regulations and principles of conduct to protect the public's trust, ensure conscientious performance and preserve the Company's legacy of honesty and strong ethical standards.

