



Respecting People. Impacting Business.™

**PITTSBURGH WEST**

## **VISION**

Provide world class customer service while making a difference finding work for our associates and workers for our customers.

## **BEHAVIORS**

### **Customer Service – Servant’s Heart:**

- Treat everyone honestly, truthfully and respectfully
- Treat and speak to others like you want to be treated and spoken to
- Remember we have internal customers and external customers
- Go above and beyond – WOW everyone.

### **Ethical/Integrity:**

- Be honest and follow the rules and regulations of the business
- Follow the ISO process
- Respect and honor the Code of Conduct
- Keep your commitments to all
- Do not mislead anyone

### **Make a difference/Be passionate about what we do:**

- HELP people every day, every transaction
- Mentor others who need your help
- Coach in a positive manner – be a student of the business
- Strive for Excellence and learn something new everyday
- GIVE HOPE
- Celebrate Successes

### **Loyalty/Trust and Respect:**

- Say Please and Thank You
- Be PATIENT
- Keep your word
- Be professional in your actions and your demeanor
- Agree to disagree and align when it is best for the team
- Have each other’s backs in rough situations

**YOU TAKE CARE OF BUSINESS.**

**WE TAKE CARE OF YOU.**

***The Express Pittsburgh West Team***