



CODE OF VALUES

WE BELIEVE IN ...

- ...superior service to our customers, our community and to each other as members of the DreamMaker team.
- ...counting our blessings every day, in every way.
- ...success is the result of clear, cooperative, positive thinking.
- ...that loyalty adds meaning to our lives.
- ...management should seek out and recognize what people are doing right, and treat every associate with respect.
- ...challenges should be used as learning experiences.
- ...our Creator put us on this earth to succeed. We will accept our daily successes humbly, knowing that a higher power is guiding us.
- ...the untapped potential of every human being. Every person we help achieve their potential, fulfills our mission.
- ...we must re-earn our positions every day in every way.
- ...building our country through the free enterprise system. We demonstrate this belief by continually attracting strong people to the DreamMaker team.

WE BELIEVE IN ... RESPECT

- ...treating others as we would like to be treated.
- ... listening with the intent to understand; acknowledging that what is said is important to the speaker.
- ... responding in a timely fashion.
- ... speaking calmly and respectfully, without profanity or sarcasm.
- ... acknowledging everyone as right from their own perspective.

WE BELIEVE IN ... INTEGRITY

- ...making only agreements we are willing, able and intend to keep.
- ...communicating any potentially broken agreements at the first appropriate opportunity to all parties concerned.
- ...looking to the system for correction and proposing all possible solutions if something is not working.
- ...operating in a responsible manner: "above the line..."
- ...communicating honestly and with purpose.
- ...asking clarifying questions if we disagree or do not understand.
- ...never saying anything about anyone that we would not say to him or her.

WE BELIEVE IN ... FOCUSING ON THE CUSTOMER

- ...continuously striving to maximize internal and external customer loyalty.
- ...making our best effort to understand and appreciate the customer's needs in every situation

AND ABOVE ALL... HAVING FUN IN THE PROCESS!