

CODE OF PRACTICE

We are a customer-focused organization -- committed to providing a customer service experience that exceeds expectations. Our values create a culture where our customers and team feel both valued and appreciated.

We believe in business principles that honour our customer and respect our values.

We hold each other accountable to these principles as we interact with our customers and each other.

PROACTIVE

We are purposeful in our desire to continuously improve our services and product delivery to our customers.

PREDICTABLE

We are committed to delivering the same positive, predictable result to every customer, every time, within our defined service standards.

RESPONSIVE

We actively listen to our customers. We are eager to acknowledge their needs and follow through in a timely manner.

OUTSTANDING

We provide an intentional service experience that is recognized for its high quality and value.

ACCOUNTABLE

We take responsibility for our actions. We evaluate our performance and learn from our mistakes as well as our successes.

CARING

We acknowledge the impact a situation has on our customer and communicate a positive, empathetic and constructive attitude.

TRUSTWORTHY

We safeguard the security and privacy of people, premises, processes and products.

INNOVATIVE

We are flexible and resourceful in our response to our customer needs, always striving to exceed expectations.

VALUE

We deliver real value through the efficient use of time, strong processes and appropriate channels.

ENERGIZED

We take pride in our actions and are energized by the opportunity to provide new levels of service excellence to our customers.