

# Snappy™

# CORE VALUES

Customer Focused and Engaged	Leadership and Integrity	Resourceful and Decisive Collaboration	Innovation and Productivity	Safety
<ul style="list-style-type: none"> <li>• Passionate and dedicated to consistently providing value added support to customers.</li> <li>• Establish and maintain effective relationships with customers that inspire mutual trust and respect.</li> <li>• Committed to deliver quality products on time, every time.</li> <li>• Motivated to provide exceptional service... no exceptions.</li> <li>• Respond to all requests for information or communication in a timely manner.</li> <li>• Act as an owner; focus on winning while having fun.</li> </ul>	<ul style="list-style-type: none"> <li>• Display the highest level of personal ethical conduct.</li> <li>• Comply with all applicable laws and regulations.</li> <li>• Build value through products, services and operations that contributes to company and customer success.</li> <li>• Exhibit leadership and decisiveness in decision quality.</li> <li>• Take responsibility for personal and organizational performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Always treat others with respect</li> <li>• Recognize when opportunities arise and approach them in a professional and effective manner.</li> <li>• Encourage dialogue and feedback through open and honest communication.</li> <li>• Take initiative every day towards the continuous pursuit of perfection.</li> <li>• Make well considered decisions that support the company</li> <li>• Display perseverance and find new ways to work through barriers effectively with others. Roll up your sleeves and own it.</li> </ul>	<ul style="list-style-type: none"> <li>• Leverage technology to improve products, processes and efficiencies.</li> <li>• Create a climate that encourages new ideas and job enrichment.</li> <li>• Recognize and foster nontraditional thinking.</li> <li>• Build organizational capability through people, technology and process management.</li> <li>• Promote opportunities based on our vision to improve cost effectiveness and business performance.</li> <li>• Never say "we can't."</li> </ul>	<ul style="list-style-type: none"> <li>• Actively contribute to a culture that promotes personal responsibility and organizational compliance.</li> <li>• Demonstrate commitment to safety through daily behaviors that ensure a safe workplace.</li> <li>• Consistently follow all accepted safety practices, policies and procedures.</li> <li>• Identify hazards. Actively avoid situations that could cause harm to self or others.</li> <li>• Balance safety with work conditions and operations.</li> </ul>

## MISSION STATEMENT:

**Snappy-Supporting Comfortable Living**

To provide innovative and increasingly efficient HVAC comfort distribution products.

