

15. BE A FANATIC ABOUT RESPONSE TIME.
Respond to questions and concerns quickly, whether it's in person, on the phone, or by email. This includes simply acknowledging that we got the question and we're "on it," as well as keeping those involved continuously updated on the status of outstanding issues.

16. COLLABORATE.
Share information and work together. Collaborate internally and with our customers and partners to find better solutions. Collaboration generates better ideas than working alone. Be inclusive.

17. BE CREATIVE.
In the search for the best solutions, challenge and question existing precedent. Approach problems from different angles. Look at things with a fresh perspective and consider new approaches. Know when to break the rules.

18. EMBRACE CHANGE.
What got us here is not necessarily the same as what will get us to the next level. Get outside your comfort zone, rather than hanging on to old ways of doing things. Be excited by the possibilities that change brings. Be flexible.

19. BE OBSESSIVE ABOUT ORGANIZATION.
Be organized and plan your work for maximum efficiency. Have all the tools necessary before starting your work. Be thoughtful about your schedule, and have a game plan for your calls, your tasks, and your workday. Know the priorities and work on them first.

20. SHOW MEANINGFUL APPRECIATION.
Recognizing people doing things right is more effective than pointing out when they do things wrong. Regularly extend *meaningful* acknowledgment and appreciation – in all directions. Celebrate success and practice gratitude.

21. BE A MENTOR.
The best way to influence others is through your own example. Walk the talk. Share your knowledge and experience. Take responsibility, both formally and informally, to coach, guide, and teach others.

22. COMMUNICATE TO BE UNDERSTOOD.
Know your audience. Write and speak in a way that they can understand. Avoid using internal lingo, acronyms, and industry jargon. Use simple explanations.

23. BE POSITIVE.
You have the power to choose your attitude. Choose to be joyful, optimistic, and enthusiastic. Give people the benefit of the doubt. Your attitude is contagious. Spread optimism and positive energy.

24. BE RIDICULOUSLY HELPFUL.
Find ways to make working with you/us easier. Provide simple and complete instructions. When in doubt, do more rather than pushing the work on to someone else. Streamline our processes. Simplify everything.

25. TREASURE AND PROTECT OUR REPUTATION.
We're all responsible for and we all benefit from our company's image and reputation. Consider how your actions affect our collective reputation, and be a proud ambassador for the company.

26. KEEP THINGS FUN.
While our passion for excellence is real, remember that the world has bigger problems than the daily challenges that make up our work. Stuff happens. Keep perspective. Don't take things personally or take yourself too seriously. Laugh every day.



From the beginning, LAVITT has always been different from other companies. Different in how we treat our customers, different in how we work with each other, and different in the results we achieve. These differences are best captured in the **26 "Fundamentals"** that are the foundation for our unique culture. We call it:

The LAVITT Way

- 1. DO THE RIGHT THING, ALWAYS.**
Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, *especially when no one's looking*. Always tell the truth, no matter the consequences. If you make a mistake, own up to it, apologize, and make it right.
- 2. MAKE QUALITY PERSONAL.**
Demonstrate a passion for excellence and take pride in the quality of everything you touch and everything you do. Have a healthy disdain for mediocrity. Good is *not* good enough. Always ask yourself, "Is this my best work?"
- 3. HONOR COMMITMENTS.**
Do what you say you're going to do, when you say you're going to do it. This includes being on time for all phone calls, appointments, meetings, and promises. If a commitment can't be fulfilled, notify others early and agree on a new schedule to be honored.
- 4. TAKE OWNERSHIP.**
Take personal responsibility for making things happen. Respond to every situation by looking for how we *can* do it, rather than explaining why it can't be done. Don't make excuses or wait for others to solve the problem. Follow-up on everything and see issues through to their completion.
- 5. THINK TEAM FIRST.**
It's not about you. Don't let your ego or personal agenda get in the way of doing what's best for the team. Be there for each other and be willing to step into another role or help a co-worker when that's what's required for success. Help each other succeed.
- 6. GET CLEAR ON EXPECTATIONS.**
Create clarity and avoid misunderstandings by discussing expectations upfront. Set expectations for others and ask when you're not clear on what they expect of you. End all meetings with clarity about action items, responsibilities, and due dates.
- 7. ASSUME POSITIVE INTENT.**
Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Set aside your own judgments and preconceived notions. Give people the benefit of the doubt.
- 8. BE RELENTLESS ABOUT IMPROVEMENT.**
Regularly evaluate the way you/we work to find ways to improve and gratefully accept suggestions from others. Don't be satisfied with the status quo. "Because we've always done it that way" is not a reason. Guard against complacency. Find ways to get things done better, faster, and more efficiently.
- 9. PAY ATTENTION TO THE DETAILS.**
Missing just one detail can have an enormous impact on a job. Be a fanatic about accuracy and precision. The goal is to get things *right*, not simply to get them done. Double-check your work. "Measure twice – cut once!"
- 10. WALK IN YOUR CUSTOMERS' SHOES.**
Understand your customers' world. Know their challenges and frustrations. See the world from their perspective. The better you understand them, the more effectively you can anticipate and meet their needs.
- 11. PRACTICE BLAMELESS PROBLEM-SOLVING.**
Demonstrate a relentless solution focus, rather than pointing fingers or dwelling on problems. Identify lessons learned and use them to improve ourselves and our processes so we don't make the same mistake twice. Get smarter with every mistake. Learn from every experience.
- 12. DELIVER LEGENDARY SERVICE.**
With every interaction, deliver a Peak Experience. Do the little things, as well as the big things, that surprise people. Make every interaction stand out for its helpfulness. Create the "WOW" factor that turns customers – both internal and external – into raving fans.
- 13. LISTEN GENEROUSLY.**
Listening is more than simply "not speaking." Give others your undivided attention. Be present and engaged. Minimize the distractions and let go of the need to agree or disagree. Suspend your judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to *understand*.
- 14. SPEAK STRAIGHT.**
Speak honestly, in a way that helps to make progress. Say what you mean, and be willing to ask questions, share ideas, or raise issues that may cause conflict when it's necessary for team success. Be courageous enough to say what needs to be said. Address issues directly with those who are involved or affected.