

People-First Support

Our Corporate Charter

Seven commitments from the Shive-Hattery corporate team to the employees we support.

Our corporate team created this charter during a day-and-a-half workshop, known internally as a swarm, to define how we show up for the people of Shive-Hattery. These commitments guide how we communicate, collaborate and serve one another every day.

- 1 Provide added, unexpected value.**
- 2 Offer radical transparency.**
- 3 Be responsive, enthusiastic and make the work easier.**
- 4 Understand the business.**
- 5 Be intentional with communication.**
- 6 Deliver intentional, compassionate support that empowers and elevates every employee's experience.**
- 7 Seek employee voice to create and sustain a destination workplace to impact employee experience.**

*Print the following pages to keep the cards at your desk.
Each card front pairs with its "In Practice" back.*

COMMITMENT 1

Corporate Charter

People-First Support

Provide added, unexpected value.

In Practice

Anticipate potential issues and provide creative solutions through consistent communication and teamwork.

COMMITMENT 2

Corporate Charter

People-First Support

Offer radical transparency.

In Practice

Share proactive, relevant, and timely insights (and stories) to foster trust and a deep sense of value in the partnerships we create.

COMMITMENT 3

Corporate Charter

People-First Support

Be responsive, enthusiastic and make the work easier.

In Practice

Address all inquiries within 24 hours. Identify and reduce barriers to productivity, streamline processes and remove unnecessary complexity so employees can deliver exceptional work.

COMMITMENT 4

Corporate Charter

People-First Support

Understand the business.

In Practice

Deliver exemplary experiences aligned with the employees' needs. Take time to understand the environment from which the employees' needs have emerged and deliver exemplary experiences with those needs in mind.

COMMITMENT 5

Corporate Charter

People-First Support

Be intentional with communication.

In Practice

Approach every interaction with clarity, purpose, and awareness of the audience and desired outcome.

COMMITMENT 6

Corporate Charter

People-First Support

Deliver intentional, compassionate support that empowers and elevates every employee's experience.

In Practice

Build and nurture relationships with empathy and provide solutions to problems through collaboration. Ask yourself, "What are possible unarticulated problems behind this stated problem?"

COMMITMENT 7

Corporate Charter

People-First Support

Seek employee voice to create and sustain a destination workplace to impact employee experience.

In Practice

An open-door feedback policy will help shape the delivery of corporate services and empathetic responses from corporate staff.

People first, always.

Shive-Hattery has been independently owned and operated by its employees for more than 130 years. Supporting our people is how we support our clients, our communities and the generations of employee owners to come.

shive-hattery.com/culture