



NORCOM C.A.R.E.S

{Cooperative ~ Accountable ~ Respectful ~ Excellent ~ Supportive}

While NORCOM was provided Mission, Vision, and Values statements at its inception, these were created by its founders before there were employees and without employee input. Moreover the Values that were provided address primarily NORCOM's relationship with the agencies it serves rather than cultural values of NORCOM's internal organization. Cultural Values should address such issues as fairness, transparency, respect, inclusivity, and teamwork to oppose favoritism, secrecy, devaluation, lack of involvement, and "them/us" behaviors.

COOPERATIVE; I commit to working cooperatively toward a common goal. I will be an active participant within the NORCOM TEAM working collectively toward the successful achievement of our organizational goals. My words, actions and attitude will demonstrate team and foster a sense of unity. I will offer constructive suggestions and express my ideas and opinions in a positive and professional manner.

ACCOUNTABLE; I commit to being held accountable and taking personal responsibility for my words and actions. I commit to contributing positively to the culture and environment that is NORCOM, taking ownership and responsibility for the success and failure of the team. I choose to be held to a higher standard and commit to being ethical and accountable to the public trust. I will proactively seek ways to work efficiently and collaboratively, and strive for continuous improvement.

RESPECTFUL; I commit to showing respect to *all* people I come in contact with. I will value the worth of individuals, their talents, ideas and contributions and I will treat everyone with fairness, dignity and compassion. I will demonstrate this in my daily activities and conversation by speaking kindly and showing patience to those I work with, and for. I will value and embrace a work/life balance.

EXCELLENT; I commit to striving for Excellence in my work, word and deeds. I will provide quality service to my teammates, the public and to our service providers. I will strive to exceed the highest professional standards while working toward a common goal. I commit to being receptive to progressive and creative approaches to everyday issues.

SUPPORTIVE; I commit to be supportive of those I work with and for. I will collectively contribute to a positive and nurturing environment that inspires participation and loyalty, and fosters a sense of community. I will provide opportunity for other's personal and professional growth. I will strive to build my team members up and to support them so that we can achieve success as one.

The CARES PLEDGE

These Cultural Values, created with organization-wide input, have been formally adopted and by signing below, I agree to follow them and to hold others accountable for following the cultural values as well.

I commit to working **Cooperatively** toward a common goal; to being held **Accountable** for my words and actions; to showing **Respect** to all people I come in contact with; to strive for **Excellence** in my work, word and deeds and to being **Supportive** of those I work with and for.