

# HAGOPIAN Core Values

## Honesty

We believe that having honest open dialog with our customers, employees, and our vendors is the best way to build and maintain a solid reputation based on trust and excellence.

## Accountability

We expect to hold ourselves and each other accountable to our company's goals, values, and timelines.

## Growth

We believe in supporting a culture that is continually thinking about and looking for growth opportunities.

## Outstanding Customer Focus & Service

We will never lose focus on what matters most in our company, our customers, and we will do everything within our power to exceed their expectations.

## Project a Positive Attitude

We expect that all of our employees will Project a Positive Attitude when they are interacting with our customers, vendors, and each other.

## Innovation

We understand the importance of innovation to the long term success of our business and we are committed to create a working environment that nurtures the creation of new ideas.

## Appreciate Feedback

We believe in the importance of feedback from our customers. While not always easy to hear, we especially appreciate negative feedback and the opportunity it gives us to learn and grow, take responsibility, and correct our mistakes.

## Now

We value the individual that understands the importance of taking deliberate and timely action once a decision has been made, and who sees challenges as opportunities to excel.

