

GREAT EXPECTATIONS



Great Northern

# Vision | 2020 Update

This is Great Northern's Vision, Mission, and Values.

## Vision

**We help our employees win through personal growth and a shared future**

We commit to our own personal growth

We expect the best from each other

We create meaningful roles that challenge and fulfill

We hold leaders accountable for coaching and mentoring

We strive for a trusting and collaborative culture without politics or hidden agendas

## Mission

**We help our customers win by doing what others can't or won't**

We demonstrate a willingness to serve customers

We build value-added partnerships with strategic customers

We proactively develop innovative solutions to our customer's challenges

We leverage technology to bring more value to customers

We "out small the bigs" and "out big the smalls"

# Values

## **Integrity**

Act with consistency and predictability that does not waiver

in the face of adversity.

Have honesty and respect underlie all of your actions.

Earn the trust of others and be trusting of others.

Do what is right, not what is merely convenient.

## **Personal Growth**

Be responsible for your position and be accountable

for your actions and choices.

Be decisive - make thoughtful decisions with a sense of urgency.

Treat every day with the same "can do" attitude of your first day.

Be supportive of and responsive to your co-workers and GNC stakeholders.

Commit to coaching and mentoring at all levels.

## **Entrepreneurial Spirit**

Serve the customer through innovation, responsiveness, and quality.

Prevent bureaucracy by allowing responsible people to make decisions.

Be a fair and fierce competitor.

Encourage risk taking and support change.

### **Shared Future**

Provide a work environment that is safe.

Participate in open and honest communications.

Involve people in decision-making and be open to ideas from all sources.

Recognize individual contributions as well as team successes.

Hire talented individuals and provide them with the tools to succeed.

Conduct ourselves with the highest regard for our customers, employees, suppliers, other stakeholders and the communities in which we work.

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