



Mission Statement

To improve the business success of our clients by providing progressive business management solutions and superior consulting services.

Corporate Culture

I will ...

- ❖ contribute and foster an enjoyable work environment;
- ❖ choose to be friendly, sincere, happy, smiling and fun;
- ❖ maintain a positive and enthusiastic attitude;
- ❖ ask questions without fear of repercussion; and,
- ❖ acknowledge that my customers include clients and colleagues.

I am ...

- ❖ the face of Callow & Associates; and,
- ❖ Callow & Associates in the immediate situation.

Service

I will ...

- ❖ excel at customer service through knowledge and competence;
- ❖ actively acknowledge other's contribution;
- ❖ instill confidence in others by being supportive, encouraging and caring;
- ❖ finish the job not just the task; and,
- ❖ ensure I am focused on the individual's concerns.

Success

I will ...

- ❖ take responsibility to ensure an optimal solution is found;
- ❖ commit to my personal objectives;
- ❖ continue to learn and grow in my professional skills/personal development;
- ❖ focus on our client's success and our company's success will follow;
- ❖ support sharing our success by contributing to the community; and,
- ❖ boldly go where no other solution provider has gone before!

Professionalism

I will ...

- ❖ commit to doing the job well by being prepared, on time and competent;
- ❖ be honest, forthright, tactful and consistent;
- ❖ maintain total confidentiality; and,
- ❖ maintain client trust in relation to billings.

Support and Learning

I will ...

- ❖ support an open learning environment;
- ❖ be willing to help;
- ❖ be patient;
- ❖ ensure that if I don't know something, I will commit to finding a solution; and,
- ❖ document my activities and knowledge, using our corporate databases, for the benefit of clients & colleagues.

Follow-up

I will ...

- ❖ promptly respond and confirm other's expectations via written communication and establish timelines;
- ❖ follow-up with the person originating the request to ensure progress and completion to their satisfaction; and,
- ❖ provide timely feedback on performance, both positive and areas for improvement.

Respect

I will ...

- ❖ respect other's time, perspective, point of view and priorities;
- ❖ consider urgency and time required to determine whether to schedule a meeting or ask permission to interrupt; and,
- ❖ be responsible for my own attitude.

Communication

I will ...

- ❖ actively listen to others;
- ❖ ensure I understand what is being communicated to me; if not, I will ask questions until I do;
- ❖ keep the communication concise and specific;
- ❖ indicate timeline and level of urgency;
- ❖ choose my words carefully;
- ❖ explain why, when applicable; and,
- ❖ facilitate open and candid discussion.