

# The Service Excellence Promise

The Resource Group promises to deliver the highest level of service to everyone with whom we interact. Our actions are rooted in the ideals of hospitality and have an ethical commitment grounded in our Mission, Vision, and Values.

Our dedication enables us to optimize the total value of the products and services we source and deliver. We inspire and empower each other in an environment of belonging and purpose. We are supportive and contributing members of our communities and perform with uncompromising honor and integrity.

## Our Commitments to Service Excellence

- 1** We embrace the Service Excellence Promise, which reflects the purpose of our work.
- 2** We ensure that our Mission, Vision, and Values are reflected in our actions.
- 3** We are foundationally rooted in hospitality and approach all interactions and relationships with kindness, respect, and dignity.
- 4** We approach challenges and opportunities in the spirit of collaboration, knowing that we can achieve more together than alone.
- 5** We identify and immediately correct known defects before they impact a patient, associate, caregiver, or physician.
- 6** We ensure our work areas are clean and organized and we are respectful of the work areas of those we serve.
- 7** We know our role in emergency situations and recognize that safety and security are everyone's responsibility.
- 8** We report unsafe conditions immediately, responding according to the policies of those we serve.
- 9** We are attentive, responsive, caring, and timely in providing service to patients, associates, caregivers, physicians, and suppliers while respecting personal time and privacy.
- 10** We appropriately and professionally represent The Resource Group in our appearance and attitude.
- 11** We proactively fulfill the needs of our patients, associates, caregivers, physicians, and suppliers.
- 12** We protect sensitive information including supplier information and product pricing.
- 13** We project a positive attitude as it is our responsibility to contribute to an uplifting environment.
- 14** We recognize our image is reflected in all forms of communication and we prefer verbal communication to add a personal touch and avoid misinterpretation.

