

Code of Values

We believe...

- ... in superior service to our customers, our community and to each other as members of the DreamMaker team.
- ... in counting our blessings every day in every way.
- ... success is the result of clear, cooperative, positive thinking.
- ... that loyalty adds meaning to our lives.
- ... management should seek out and recognize what people are doing right, and treat every associate with respect.
- ... challenges should be used as learning experiences.
- ... our Creator put us on this earth to succeed. We will accept our daily successes humbly, knowing knowing that a higher power is guiding us.
- ... in the untapped potential of every human being. Every person we help achieve their potential fulfills our mission.
- ... we must re-earn our positions every day in every way.
- ... in building our country through the free enterprise system. We demonstrate this belief by continually attracting strong people to the DreamMaker team.

We live our Code of Values by...

RESPECT

- ... treating others as we would like to be treated.
- ... listening with the intent to understand what is being said and acknowledging that what is said is important to the speaker.
- ... responding in a timely fashion.
- ... speaking calmly and respectfully, without profanity or sarcasm.
- ... acknowledging everyone as right from their own perspective.

INTEGRITY

- ... making only agreements we are willing, able and intend to keep.
- ... communicating any potentially broken agreements at the first appropriate opportunity to all parties concerned.
- ... looking to the system for correction and proposing all possible solutions if something is not working.
- ... operating in a responsible manner: "above the line..."
- ... communicating honestly and with purpose.
- ... asking clarifying questions if we disagree or do not understand.
- ... never saying anything about anyone that we would not say to him or her.

CUSTOMER FOCUS

- ... continuously striving to maximize internal and external customer loyalty.
- ... making our best effort to understand and appreciate the customer's needs in every situation.

We believe in Having Fun in the Process!