



*The 12 Traditions that Define our Culture.*

1. We believe in honest, open communication. We encourage questions and new ideas. Criticism should be constructive and include suggestions for a better way.
2. We believe a good attitude is important. We are enthusiastic and positive. People see that we enjoy what we do.
3. We are recognized as a leader in quality transportation service. We have an excellent reputation, which has taken years to develop, but could be tarnished by one act.
4. We never quit. We know we are destined for success as long as we work hard and hold true to our culture.
5. We expect high performance from each other. We stay until our work is finished. We promote those who distinguish themselves.
6. We are ethical and truthful. We treat our customers, vendors and each other with fairness and we honor our commitments.
7. We appreciate our customers. We know that exceptionally treated customers will use and recommend us.
8. We show appreciation for our drivers and know their job is difficult and demanding. We treat them as our guests with respect and dignity. We do what we can to make their job free of hassle and conflict.
9. We believe in teamwork. We celebrate each others' successes.
10. We have a plan for our growth and success. We believe in the importance of setting goals and we work hard to achieve them.
11. We conserve our resources. We work hard for our money and have a responsibility to be prudent when spending it. We use the tools provided for us wisely.
12. We believe in a healthy lifestyle and practice safe work habits. Illness, injury and absenteeism hurt us all. We count on each other to be here.