

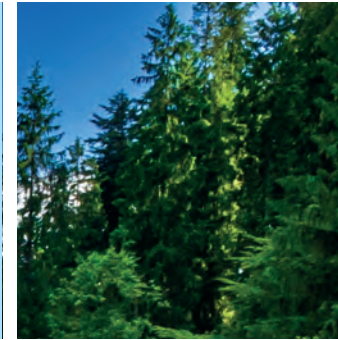
## CRITICISM

Yes, but make sure it is constructive (accurate / respectful / objective / justified)



## TRUST

Be trustworthy and always keep your word



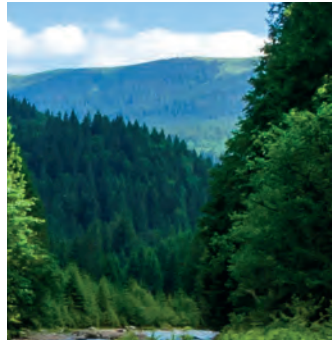
## LAUGH

Do not take yourself seriously, stay optimistic



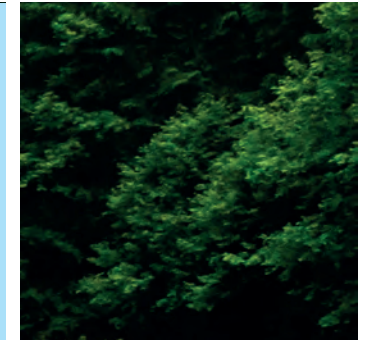
## INDEPENDENCE

Live self-responsibility (have the courage to own your mistakes), act in the interests of the company and stand up for your actions



## GRATITUDE

Express it and do so at the right time and in an honest and genuine way



## RESPECT

Accept others as they are, be punctual and attentive, allow everyone to express an opinion



## RELIABILITY

Keep and maintain appointments, commitments and adhere to regulations



## OPENNESS

Address the problem, direct communication



## APPRECIATION

Give praise when something good is done, show empathy, listen attentively (listen actively)

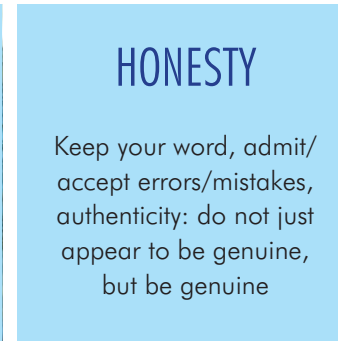
## QUALITY

Critical self-control, CIP (continuous improvement process)



## FLEXIBILITY

Timely availability, polyvalence (other jobs and duties, spare no effort when required)



## HONESTY

Keep your word, admit/accept errors/mistakes, authenticity: do not just appear to be genuine, but be genuine

