

THE ROB'E MANS WAY

1. DO THE RIGHT THING. Integrity is not about convenience. It's an unwavering commitment to do the right thing in every action we take and in every decision we make, even when no one's looking. Make decisions that build strong, trusting relationships.

2. "BRING IT" EVERY DAY. We each have a finite amount of time to work. Make the most of each day by approaching every task with energy, focus, purpose, and enthusiasm. Maximize your contribution by making the most effective use of your time.

3. CHECK THE EGO AT THE DOOR. Our own egos and personal agendas must never get in the way of doing what's best for our clients and Rob'e Mans. Don't take challenge personally or defensively. Being concerned with who gets credit, who looks good, or who looks bad is counterproductive. Make sure every decision is based solely on what will best advance our clients and Rob'e Mans goals.

4. MAKE QUALITY PERSONAL. At Rob'e Mans, we don't do good, we do great! Take pride in the quality of everything you touch and everything you do. From the way you greet every client, to the way you answer the phone, the way you service a client's vehicle, to the way you process their paperwork, always ask yourself, "is this my best work?" Remember, absolutely everything "speaks" to our clients, and everything you touch has your signature. Sign in bold ink.

5. BE PERFORMANCE DRIVEN. We appreciate effort, but we reward and celebrate results. Set challenging goals, and then go after them. Don't shy away from accountability. Numbers are the best tools we have to help us understand how we're doing and how we can improve our performance. Holding ourselves accountable for results is a reflection our commitment to our mission.

6. GO THE EXTRA MILE. Be willing to do whatever it takes to accomplish the job... plus a little bit more. Whether it's starting early, staying late, or doing something that's not in your job description, it's the extra mile that separates the average person from the superstar. Be a superstar.

7. CONTINUOUSLY IMPROVE EVERYTHING YOU DO. Constantly evaluate and reevaluate every aspect of your job. Don't be satisfied with the status quo. The most successful people and organizations are in a never-ending pursuit of improvement.

8. TAKE RESPONSIBILITY. Identify what you don't know and find a way to learn it. Ask for what you need and take full responsibility for your success. There's no room for victims in a high-performance organization.

9. STRONG PROCESSES ARE THE FOUNDATION OF SUCCESS. From the very first client interaction to the time a repair is completed and vehicle picked up, our success is based on loyalty to best practices developed and honed from years of experience. Leverage these best practices to generate consistent results.

10. HONOR COMMITMENTS. Our clients are counting on us, and we're counting on each other. Do what you say you're going to do, when you say you're going to do it. If a

commitment can't be fulfilled, notify others early and agree upon a new commitment to be honored.

11. WE'RE ALL IN THE CUSTOMER SERVICE BUSINESS. Our goal is to deliver a service experience beyond the client's expectations.

12. DEMONSTRATE PASSION FOR ROB'E MANS AND OUR MISSION. Clients come to us with their problems. Listen to and understand their concerns. People don't care how much you know until they know how much you care. Give them the peace of mind which comes from knowing they have a partner on their side. Devote your unbridled energy, enthusiasm, and passion to exceed the expectations our clients have.

13. LISTEN GENEROUSLY. Listening is more than simply "not speaking". It's giving our undivided attention to the needs and priorities of others. Set aside your own judgements and preconceived notions. Listen with care and with empathy. Most importantly, listen to understand.

14. RECOGNIZE THE POWER OF BELIEFS TO INFLUENCE ACTION. Learn to understand the expectations of our clients, and limitations of coworkers. Helping a coworker is often the first step on the road to meeting and exceeding a customer's experience.

15. SPEAK THE UNVARNISHED TRUTH. Say exactly what you mean. Putting a "spin" on what you communicated too often leads to confusion and poor decision-making. While it's imperative to be mindful of the way in which our message is delivered, only the unvarnished truth allows us to understand with the clarity necessary for success.

16. PRACTICE BLAMELESS PROBLEM-SOLVING. Blame has no place in a high-performance organization. Fix mistakes by focusing on solutions, not on whose fault it was. Use these situations to learn, and then apply that knowledge by improving our processes to reduce the likelihood of repeating the same mistake. Get smarter with every mistake.

17. SET AND ASK FOR EXPECTATIONS. We judge situations not by what happens, but by how they compare to what we expected to happen. Nearly every misunderstanding can be traced to a difference in expectations. Learn to create mutually understood expectations in every situation.

18. EMBRACE CHANGE. Nothing stays the same. Change creates energy and excitement. Be inspired by both the challenges and the possibilities that change brings. The better and faster we are at adapting to change, the stronger and more successful we become as a company.

19. APPEARANCE COUNTS. Your personal appearance makes a strong statement about the pride you take in your performance. Dress neatly and professionally. The appearance of our office and shop bays makes a similar statement about the quality of our work. Take responsibility to ensure that everything a client sees is clean, neat, and professional. It's not someone else's job, it's everyone's job.

20. BE PUNCTUAL. Be on time every day for work, phone calls, meetings, and promises. How you manage time sends a message about how you respect others and how you value your own commitments.

21. BE A SOURCE OF ACKNOWLEDGEMENT AND APPRECIATION. Positive feedback is a tremendous energy source. Regularly give, receive, and ask for meaningful (timely, specific, impactful) appreciation and acknowledgement.

22. BE QUICK TO ASK AND SLOW TO JUDGE. There's always more to the story than you think. Learn to ask questions and gather the facts before jumping to conclusions and making judgements. Be curious about what other information might give you a more complete picture.

23. ROB'E MANS IS FAMILY. We care deeply about and support one another. This includes our associates, our clients, and our partners. Look for meaningful opportunities to create personal connections that make a difference.

24. KEEP THINGS FUN. Laughter is like a lubricant that helps to grease Rob'e Mans gears. When we stop having fun, we lose the passion, energy, and enthusiasm to help people achieve their dreams. Be light-hearted and smile. Laugh every day.

25. NO USE OF PROFANITY. Rob'e Mans would like to promote a family environment by having a policy that advocates no use of profanity.