



## Salisbury-Rowan Community Action Agency, Inc. Guiding Principles

**Accountability:** Everyone is responsible for doing the right thing consistently, day in and day out, in tasks and relationship interactions to fulfill or further the mission of the organization.

**Advocacy:** We are constant advocates for low-income persons and strive to promote and support activities that improve their lives.

**Collaboration:** We value collaborations by breaking down silos and combining our resources to become the best Agency we can be as opposed to the best Program(s).

**Communication:** We foster an open communication work environment to embrace honesty, integrity, professional ethics and accountability. Every idea will be heard and valued throughout the organization.

**Customer Service:** We value being a service organization and strive to deliver **PLUS 1** service to every customer and potential customer that we come in contact with.

**Integrity:** We will perform our work with moral and ethical principles and honesty at all times.

**Performance-Driven:** We strive to be a performance driven organization focusing on goals, results and pay-for-performance.

**Respect:** We strive to be respectful and courteous in all of our working relationships, both internal and external.

**Technology:** We value technology as a tool to improve the organization to deliver better services to our customer and strive to incorporate technology improvements as much as possible.

**Transparency:** We strive for transparency by providing complete, accurate and timely information to our customers, staff, Board of Directors and funding partners.