



## VALUES STATEMENT

Interior Solutions does not differentiate between customers, vendors or fellow employees. We are dedicated to treating all contacts with integrity, honesty and respect. We understand that we are responsible for our own actions and must strive to understand what actions must be taken to provide the highest level of customer service.

## VISION STATEMENT

Interior Solutions will be known for the exceptional level of customer service that we provide. Our desire is to train our company and create a climate that enables our employees to understand what our customers need and to urgently strive to satisfy those needs. Communication is the bedrock of our service.

## GUIDING PRINCIPLES

### **CLIENT FOCUSED:**

- 1) We build trust by acting in our clients' best interests.
- 2) We listen to understand our clients' needs and then incorporate innovative solutions to meet and exceed their expectations.

### **COMMUNICATION:**

- 1) We view solutions through our clients' eyes by seeking first to understand their requirements and then to be understood.
- 2) We respond to our clients' requirements in a timely fashion with clear, concise, well conceived solutions. We devote the time and effort necessary to develop the knowledge and skills to provide such solutions.

### **PREFERRED WORKPLACE:**

- 1) We strive to create a climate where employees are involved in developing a clear plan for their growth.
- 2) Our employees are encouraged to take ownership of our clients' needs and are empowered to make decisions within the scope of their position.