

INTEGRITY

Integrity is the driving force in everything that we do. Integrity means dealing with our clients, colleagues and community in an honest, forthright and transparent manner. Integrity is doing the right thing, not necessarily the most popular or the easiest.

Integrity will be lived when we...

- are conscientious and dependable.
- are vigilant to maintain client confidentiality and avoid client conflicts of interest.
- follow through on our commitments.

Integrity will not be lived when we...

- hide our mistakes or blame others.
- expect others to pick up our slack when we have not put in a full and honest day's work.
- mislead clients or colleagues as to the status of a matter.

CARING

We care about all people, regardless of their station in life. We especially care about each member of our team. For this reason, showing concern, empathy, and consideration for the needs and values of others is paramount.

Caring will be lived when we...

- go out of our way to help a colleague or client in need of assistance.
- help teach team members patiently and calmly, encourage them when they are doing a great job, and let them know that we appreciate every task they do for us.
- are patient and empathetic in all of our dealings with clients and colleagues.

Caring will not be lived when we...

- fail to create an inclusive environment.
- ignore a team member or speak to a team member in a demeaning or condescending manner.
- make negative statements about clients or team members to others.

RESPECT

Respect, in its simplest form, means treating others as you would expect to be treated. It means being fair and equitable in our dealings with others and treating everyone as important.

Respect will be lived when we...

- treat everyone as an equal while acknowledging that each team member has something "special or unique" to offer.
- say please and thank you.
- show respect to everyone in the workplace, not just those we like.

- clean up after ourselves and don't leave it to others to do for us.

Respect will not be lived when we...

- participate in gossip.
- are judgmental of others, personally or professionally.
- fail to listen attentively to others because we are distracted by e-mails, etc.
- wear perfume or scented lotions in a scent-free office.

TEAMWORK

Every person in our firm is an invaluable member of our team. We believe success is best achieved for our clients and for our firm when each member of our team is prepared to assist each other member of our team willingly and graciously. Teamwork is realizing the importance of every job in our firm and making each of those jobs rewarding.

Teamwork will be lived when we...

- offer to help a team member without waiting to be asked; even if we don't know their job, we can still offer to help file or photocopy.
- ensure all files are kept organized.
- make a genuine effort to participate in firm activities.

Teamwork will not be lived when we...

- do not accept assistance from team members offering to help.
- say "that's not my job".
- do not follow proper office procedures.

PROFESSIONALISM

Professionalism is doing everything we do to the best of our ability and being proud of it. Professionalism is never being satisfied with anything but our best. Professionalism means being passionate about quality and efficiency and always acting with integrity, caring and respect.

Professionalism will be lived when we...

- check and recheck every piece of work until we are confident we have done our best.
- dress and act in a manner appropriate for a legal office.
- treat every file as important.

Professionalism will not be lived when we...

- carry ourselves in a manner that does not reflect well on ourselves and the firm.
- do not strive to be better.
- fail to respond to clients in a timely manner or miss deadlines.