

# Our Core Values

## 1 Always do the right thing.

**Ask yourself these five questions:**

Is it right for the client? Is it right for the company? Is it ethical? Is it something you are willing to be held accountable for? Is it the right thing to do?

## 2 Deliver excellence in everything we do.

**Excellence is our BRAND.** Passionately pursue excellence in everything you do. Deliver unprecedented service. Pay attention to the details. It's the intangibles, like relationships, our caring service, and going above the call of duty, that differentiate us. Strive for competitive greatness by delivering excellence.

## 3 Enjoy the journey.

**Create fun – as a team, for our clients, and with our families.**

Remember enthusiasm is contagious. Make it fun for our clients to work with us. Happy people make happy clients.

## 4 Embrace the family spirit.

**Take care of each other and our beautiful home.** Work together



as a team to deliver results that cannot be delivered alone. Always encourage and support one another. Be a friend to your teammates.

## 5 Build lasting relationships based on trust.

**Earn trust with each other, our clients, our vendors, and our community.**

Ensure our clients feel informed, confident, and appreciated. Be known for your character and integrity. Always put our clients' interests first and treat our clients' companies like they are our own. Be a long term thinker. Remember there are no small relationships.

## 6 Nurture your personal and professional life.

**Strong teams are as committed to their personal lives as they are to their work.**

Keep family as a foundation in your life. Work hard and play hard. Take time to smell the roses. Share your work with your family, for they are an extension of the Hughes Marino family. Be home for dinner, make time for date night, and enjoy time off.

## 7 Pursue growth and learning.

**Knowledge is power.** We grow as a company when we grow as individuals.

Look for opportunities to improve everything we do, including our own abilities. Continue to be thought leaders in our areas of expertise. We strive to have the smartest, best-trained people in the industry.



## 8 Generously give to others.

**Give to your teammates, your clients, and your community.**

Be willing to share information for the betterment of our team and ultimately for the best interests of our clients. Be charitable. Help others in need with open hearts and open minds.

## 9 Proactively communicate with everyone.

**24/7. With our clients and our teammates, be proactive, not reactive.**

Treat every client as if they are our only client. Respond promptly and always communicate to our clients so they never have to ask you for an update. Work to resolve problems, not avoid them.

## 10 Be authentic, grateful, and humble.

**Be true to yourself and don't forget where you come from.** No matter the recognition or success you achieve, continue being you, stay grounded, and be humble. Be thankful for the success that you have and never take it for granted. Success is not an entitlement. You have to earn it every day. □