



## OUR CORE COMPANY VALUES

**“ One Complex, One Team, One Success”**

### *Trust and Integrity:*

Demonstrates honesty at all times; keeps commitments and behaves in a consistent and appropriate manner; is open, candid and treats all people with dignity, respect and fairness.

### *Professionalism:*

Takes personal responsibility and accountability for self, job and actions. Has a degree of commitment and pride; always acts with business outcomes in mind and works as part of one team. Role models acceptable behaviours at all times and represents The Reef Hotel Casino with distinction.

### *People:*

Our valued team members are friendly, positive, focused, adaptive, cooperative and possess a 'can do' attitude. Contributes to and delivers on team objectives and goals. Takes initiative in self-development and the development of others. Commitment to our customers by delivering exceptional services each and every time. Constantly strengthens customer interactions by focusing on cultural awareness, service expectations and key company objectives.

### *Strive for Excellence:*

Is energetic and enthusiastic, has a passion and drive that inspires others. Goes the extra mile to achieve the best possible outcome. Evaluates own performance and is receptive to constructive feedback. Continually looks to improve and grow.

### *Dynamic and innovative:*

Adaptable to unpredictable and challenging situations and able to work within a fast paced environment; looks for better or new opportunities by creating, thinking, considering, suggesting and delivering positive ideas that add value and benefit to our business.