

## Westcon Organization Values

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Westcon's organization values are the foundation of our ethics, and of our business or practice programs. Westcon's Organization Values are:

**Service:** Westcon Members provide a service. Service is valuable action, deed, or effort performed for a Client to satisfy a need or to fulfill a demand of that Client. No transfer of possession or ownership takes place when services are sold, and they (1) cannot be stored or transported, (2) are instantly perishable, and (3) come into existence at the time they are bought and consumed. Members may produce reports, or generate design documents, which are the products of the services they may provide. Members may provide construction services associated with the investigation, evaluation, and repair of construction defects. Members may also provide consulting and expert services as part of efforts to resolve disputes.

**Honesty:** Honesty is the quality of being truthful. Westcon Members are honest in their interactions and communications with their clients and with all others involved in their construction consulting activities.

**Respect:** Respect is having and exercising due regard for the feelings, wishes, rights, or traditions of others. Westcon Members treat others with and for whom they work with respect, consideration, thoughtfulness, attentiveness, politeness, courtesy, civility, and deference.

**Integrity:** Integrity is a concept of consistency of actions, values, methods, measures, and principles. Integrity is regarded as the consistency, honesty, truthfulness or accuracy of one's actions. Knowledge on the part of the Westcon Member of the situations, needs, and competencies of all the parties with and for whom the Member works, including an assessment of needs in a social and political, as well as personal, context.

**Diligence:** Diligence is the persevering application of skill and knowledge to accomplish an undertaking. Westcon Members apply reasonable diligence in performing their work and providing their services.

**Trust:** Trust is the assured reliance on the character, ability, or truthfulness. Westcon Members behave such that others are justified in placing and maintaining trust in them.

**Responsibility:** Responsibility has to do with an obligation arising in part from one's position or knowledge. Westcon Members acknowledge, accept, and exercise responsibility that arises from their knowledge and expertise.

**Responsiveness:** Responsiveness has to do with being aware of and receptive to the perceptions and understandings of others with whom one interacts. Westcon Members are responsive to and aware of the perceptions of their services held by stakeholders.

**Fairness:** Fairness is the impartial and just treatment or behavior without favoritism or discrimination. It is the state, condition, or quality of being evenhanded, free from bias or injustice. Westcon Members exercise fairness in their dealings with others and in providing their services.

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**Safety:** Safety is the condition of being protected from danger, risk, or injury. Westcon Members maintain and foster an awareness of the safety of all those with whom the Member interacts in the providing of the Member's services. Westcon Members also acknowledge and support the intent that their services are intended to promote the health, safety, and welfare of their clients and of the public.

**Cooperation:** Cooperation is the process of working with others in order to achieve an intended goal. Westcon Members are committed to cooperating with their clients and all other stakeholders with whom they work.