



The Filter Shop's Code of Conduct

1. We will speak and write the truth no matter what.
2. We will listen carefully and seek to understand the needs of others.
3. We will be courteous, respectful and grateful.
4. We will work safely and "stay in the moment" at all times.
5. We will let our actions and achievements speak for themselves.
6. We will strive to do our very best every day and look for opportunities to do even better tomorrow. We will strive to keep our promises and meet all expectations.
7. We will hold ourselves and each other accountable for carrying out B.G.E.'s vision and reaching our goals.
8. When we make a mistake we will apologize, admit our mistake and offer to fix it.
9. We will be reliable and accessible to our teams and customers. We will let them know in advance and apologize if we cannot keep a promised commitment.
10. We shine in everything we do: including our products, our service, our packaging, our communications, our relationships, our buildings, our vehicles, our appearance, our personalities, our hearts and our minds.
11. We will, above all, follow the golden rule: *Treat others as you would want to be treated.* It covers and validates just about every aspect of our work and personal life.

Respectfully,

Roberta MacGillivray

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