

# Values and Principles



## We are People

Continue to create an employer of choice culture that attracts, retains, and develops the best talent at all levels of the organization.



## We are Committed

Our Brand will build a widely recognized and unparalleled "To Us, It's Personal" local experience



#### We are Responsive

We ensure a positive experience by responding in a timely and consistent manner, including 24/7 live answer



# **Our Growth**

Drive scalable, sustained revenue growth and profitability through continuous improvement of our Quality Management System– A Growth Mindset

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# **Our Best-in-Class Operations**

Provide the systems, processes, and business intelligence to empower and consistently deliver on the brand promise while fulfilling the requirements of our clients



#### **Our Advocacy**

Drive solutions for issues around aging; provide advocacy for seniors and family caregivers



# **Our Innovation**

Embrace technology that helps us increase our capacity to care, and build our competitive advantage in the marketplace



#### We are Social Responsibility

Inspire awareness, interest, desire, and action toward all acts of caring for seniors



# We are World Class

Continue to build the best-in-class training for CAREGivers and our Team



#### We are Global

Leverage our international network for a maximum growth, expansion, and evolution of our business in order to be the local market leader

Build Trust Take the Lead Share your Heart<sup>®</sup> Each Home Instead franchise is independently owned and operated