

Expectations for Leaders at UCP of Maine

- 1) Act in the best interest of UCP as a whole**
- 2) Stay focused on success for UCP customers**
- 3) Create an environment that energizes, promotes trust, rewards excellence in performance and celebrates results**
- 4) Be consistent in the delivery of messages, make difficult decisions and welcome change**

Expectations for UCP of Maine Employees

- 1) Know UCP's Mission and Vision and be able to articulate to all UCP audiences**
- 2) Understand accountability and be committed to UCP's goals**
- 3) Be committed to the customer's success**
- 4) Embrace change and see it as an opportunity for growth**
- 5) Be passionate about providing excellence in service to our customers**
- 6) Be willing to work for the good of UCP as a whole**