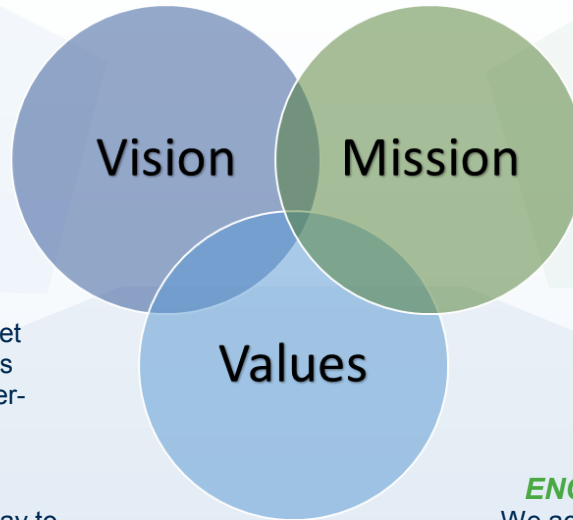


# OUR CULTURE

## "The Words We Live and Work By"

That the City of St. Albert is known as the most progressive civic administration in Canada

Bringing our best to cultivate an amazing community



### EXCELLENCE

We always do our best, meet our commitments and focus our efforts on high quality service to the community.

### ENJOYMENT

We enjoy our work and our professional environment, while maintaining a work/life balance.

### ETHICS

We know the right way to conduct ourselves and we work with each other and the community in a safe, respectful, open and honest manner.

### ENCOURAGEMENT

We actively encourage and support one another through our work and use learning opportunities to improve performance.

### EMPOWERMENT

We encourage creative and innovative thinking, delegate responsibilities and trust each other to fulfill commitments.

## Our Norms:

*Treat others as you expect to be treated yourself. Think of others before yourself.*

*The path of honesty and integrity is the only path.*

*Empowerment leads to responsibility which leads to accountability.*

## Our Commitments:

### TEAMWORK

**We will work together as a team to support our vision and values.**

We share a common understanding of our corporate business goals and work together towards a shared outcome. We will build our human capacity, practice our values and contribute to the achievement of the City's goals.

### PRIDE

**We show pride in the work we do and the community we serve.**

We celebrate success and respect our past. We work hard, in a fun and positive working environment. Employees are proud of this community and proud of the services we provide. We have strong relationships with the community and actively plan for the future.

### INNOVATION

**We strive to be innovative and commit to continuous improvement.**

We are proactive and use analytics to discover opportunities to do things better, while being adaptable to the changing needs of the organization or the community. We are encouraged to take calculated risks and be creative.

### CARING

**We care about each other and the well being of our residents.**

This is our motive for how we deliver customer service and create employee satisfaction. We build valuable social networks internally and externally. We subscribe to the importance of well being for every person and we always treat each other with respect.

### SERVICE

**We are committed to creating positive customer service experiences.**

We commit to provide quality and valued service in a collaborative and efficient manner. We have positive interactions with the community and seek to enhance them where possible.