Across
3. to treat one another with dignity, and fairness, appreciating the diversity of our workforce and the uniqueness of each person
4. to speak up, without fear of retribution; to be accountable for one’s actions
8. being on time
12. quality or state of being certain
13. a set of moral principles, dealing with what is good and bad and with moral duty and obligation
14. to build confidence through teamwork and open, candid communication
16. a person who has commanding authority or influence, someone who keeps members focused on a goal, makes sure everyone understands the goal/task, watches the timeline, sets a good example
17. following a line of conduct as though it were a profession
19. form used to grade the employee’s work
20. doing something on your own without being told or given special incentive

Down
1. individual’s attitude toward work and dedication to completing a job
2. response or opinion of a customer or the receiver of a service
5. reflection of opinion, work ethic, initiative
6. to be truthful in all our endeavors, to be honest and forthright with one another, with our customers and our community
7. conducting oneself according to the highest standards of industry
9. cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause
10. to act or work with another or others, act together or in compliance
11. treating the customer with utmost respect, listening to customer needs, providing the best product/service to meet customer needs
15. reliable, trustworthy, accountable, steady
18. to say what we mean, to deliver what we promise, and to stand for what is right