



## **CODE OF CONDUCT**

Collex Collision Experts, through example, is dedicated to building a bond between individuals that grows from our shared values. We embrace Honesty, Respect, Trust and Excellence in our daily interactions and in our work. Our values enable us to foster ethical practices in individuals and our company; in turn this contributes to our overall vision.

These values are fundamental to how we conduct our work as an organization, how we act as coworkers and how we treat each other as individuals. As we all strive to live these values, we will hold ourselves responsible for practicing them.

## **HONESTY**

Honesty is being forthcoming and truthful when we interact with others and ourselves. It ensures sincerity in our relationships both internally and externally.

To promote Honesty, we will:

- Speak our minds freely, but considerately
- Be direct and transparent
- Acknowledge our errors
- Graciously accept the mistakes of others

## **RESPECT**

Respect is treating others with dignity and mutual consideration. It builds a community that encourages individuals and organizations to relate openly and fulfill their potentials.

To promote Respect, we will:

- Appreciate uniqueness
- Be compassionate
- Show courtesy
- Forgive others and ourselves
- Listen for understanding

## **TRUST**

Trust is the result of promises kept. It yields the confident expectation that we can rely on each other and that our community can rely on us.

To preserve Trust, we will:

- Maintain respectful and open communications
- Establish realistic expectations
- Commit thoughtfully
- Meet our obligations
- Offer the benefit of the doubt in situations that are unclear

## **EXCELLENCE**

Excellence is the pursuit and achievement of exceptional quality. It inspires the integration of ethical practices within our community and ourselves.

To achieve Excellence, we will:

- Live our values
- Seek new knowledge
- Dare to innovate
- Expand our horizons
- Be consistent
- Learn from our experiences