



Employee Standards P.A.C.T.

We value our differences and those of whom we serve. We always do what is right, even when no one else is around. We commit ourselves to these guiding principles and the mission of NEOB to save and enhance lives through organ and tissue donation.

WE ARE THE FACE OF NEOB.

• **P**rofessional Conduct and Attitude

- Perception is reality. Ensure all words and actions show support for our mission, our organization and each other.
- Greet colleagues and partners with kindness and compassion.
- Be modest visitors and guests. Respect the property of NEOB and others.
- Be mindful of our surroundings. Ensure noise levels and actions are appropriate for the work environment.
- Be proud to be a part of NEOB; introduce ourselves to others and identify ourselves by wearing our ID badges.
- Be professional and presentable at all times; our attitude and appearance speak volumes.
- Maintain confidentiality. Remember all donor and recipient information is private and should not be discussed or shared publicly.
- Treat all experiences, good and bad, as opportunities for growth and learning. Stumbling blocks are stepping stones on the path to success.

• **A**ccountability and Sense of Ownership

- Give 100% all of the time. Strive for quality and excellence in everything we do.
- Produce work that is accurate, timely, thorough and understandable.
- Do the right thing. Adhere to all applicable policies, laws, regulations, etc.
- Be solution-oriented, not problem-focused.
- Keep commitments. Do what we say we are going to do.
- Be on time, come prepared and actively participate; keep distractions to a minimum.
- Be proactive; seek knowledge and information to perform at our best.
- Share the teaching and learning. Commit to personal growth and professional development.
- Take pride in maintaining a clean and "green" work environment.
- Understand the impact our actions have on others.
- Financial responsibility belongs to everyone. Be mindful of how we utilize resources.

• **C**ommunication

- Close the loop of communication. Respond to all emails, voicemails and other requests in a timely manner.
- Manage conflict while maintaining dignity and respect for others.
- Engage in communication that is appropriate, supportive and allows for constructive feedback.
- Growth is enhanced through feedback. Maintain open lines of communication with everyone necessary for optimal outcomes.
- Refrain from gossip. Speak and act as though fellow coworkers were present.
- Don't assume. Seek clarification from those who know.
- Be a conscious listener. Allow others to express their thoughts even if we disagree.

• **T**eamwork

- Understand and appreciate everyone's unique contributions. Our roles are varied, but our goal is the same.
- Lend a helping hand. Do what we can to meet the needs of the donation community and NEOB.
- Promote and maintain a supportive, non-judgmental environment where we encourage each other to contribute ways to make things better.